

2015 Consumer Satisfaction Survey

RESPONSE RATE												
Closed Successfully 26-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	29	59	88	8	7	15	0	0	0	28%	12%	17%
November	38	58	96	8	0	8	3	0	3	23%	0%	9%
December	83	137	220	16	32	48	3	0	3	20%	23%	22%
January	69	101	170	17	12	29	3	0	3	26%	12%	17%
February	75	102	177	11	17	28	3	0	3	15%	17%	16%
March	57	99	156	10	12	22	2	0	2	18%	12%	14%
April	53	128	181	6	11	17	7	0	7	13%	9%	10%
May	59	93	152	12	11	23	2	0	2	21%	12%	15%
June	56	123	179	13	8	21	3	0	3	25%	7%	12%
July	83	107	190	14	10	24	6	0	6	18%	9%	13%
August	80	83	163	9	11	20	1	0	1	11%	13%	12%
September	220	331	551	40	29	69	10	0	10	19%	9%	13%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	902	1421	2323	164	160	324	43	0	43	19%	11%	14%
Closed Unsuccessfully 28-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	64	55	119	7	2	9	5	0	5	12%	4%	8%
November	31	56	87	2	0	2	3	0	3	7%	0%	2%
December	63	82	145	4	8	12	5	0	5	7%	10%	9%
January	66	67	133	6	2	8	8	0	8	10%	3%	6%
February	65	70	135	6	4	10	2	0	2	10%	6%	8%
March	68	72	140	6	4	10	7	0	7	10%	6%	8%
April	49	91	140	6	4	10	10	0	10	15%	4%	8%
May	80	75	155	5	4	9	10	0	10	7%	5%	6%
June	81	109	190	2	5	7	6	0	6	3%	5%	4%
July	84	95	179	7	5	12	9	0	9	9%	5%	7%
August	66	58	124	8	2	10	3	0	3	13%	3%	8%
September	98	91	189	6	2	8	11	0	11	7%	2%	4%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	815	921	1736	65	42	107	79	0	79	9%	5%	6%
Closed Successfully 26-0 and Unsuccessfully 28-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	93	114	207	15	9	24	5	0	5	17%	8%	12%
November	69	114	183	10	0	10	6	0	6	16%	0%	6%
December	146	219	365	20	40	60	8	0	8	14%	18%	17%
January	135	168	303	23	14	37	11	0	11	19%	8%	13%
February	140	172	312	17	21	38	5	0	5	13%	12%	12%
March	125	171	296	16	16	32	9	0	9	14%	9%	11%
April	102	219	321	12	15	27	17	0	17	14%	7%	9%
May	139	168	307	17	15	32	12	0	12	13%	9%	11%
June	137	232	369	15	13	28	9	0	9	12%	6%	8%
July	167	202	369	21	15	36	15	0	15	14%	7%	10%
August	146	141	287	17	13	30	4	0	4	12%	9%	11%
September	318	422	740	46	31	77	21	0	21	15%	7%	11%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	1717	2342	4059	229	202	431	122	0	122	14%	9%	11%

2015 Consumer Satisfaction Survey

1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	266	82%	62	58%	328	76%
Mostly True	42	13%	21	20%	63	15%
Mostly Untrue	7	2%	7	7%	14	3%
Untrue	8	2%	17	16%	25	6%
Not Answered	1	0%	0	0%	1	0%
Total	324	100%	107	100%	431	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 4.

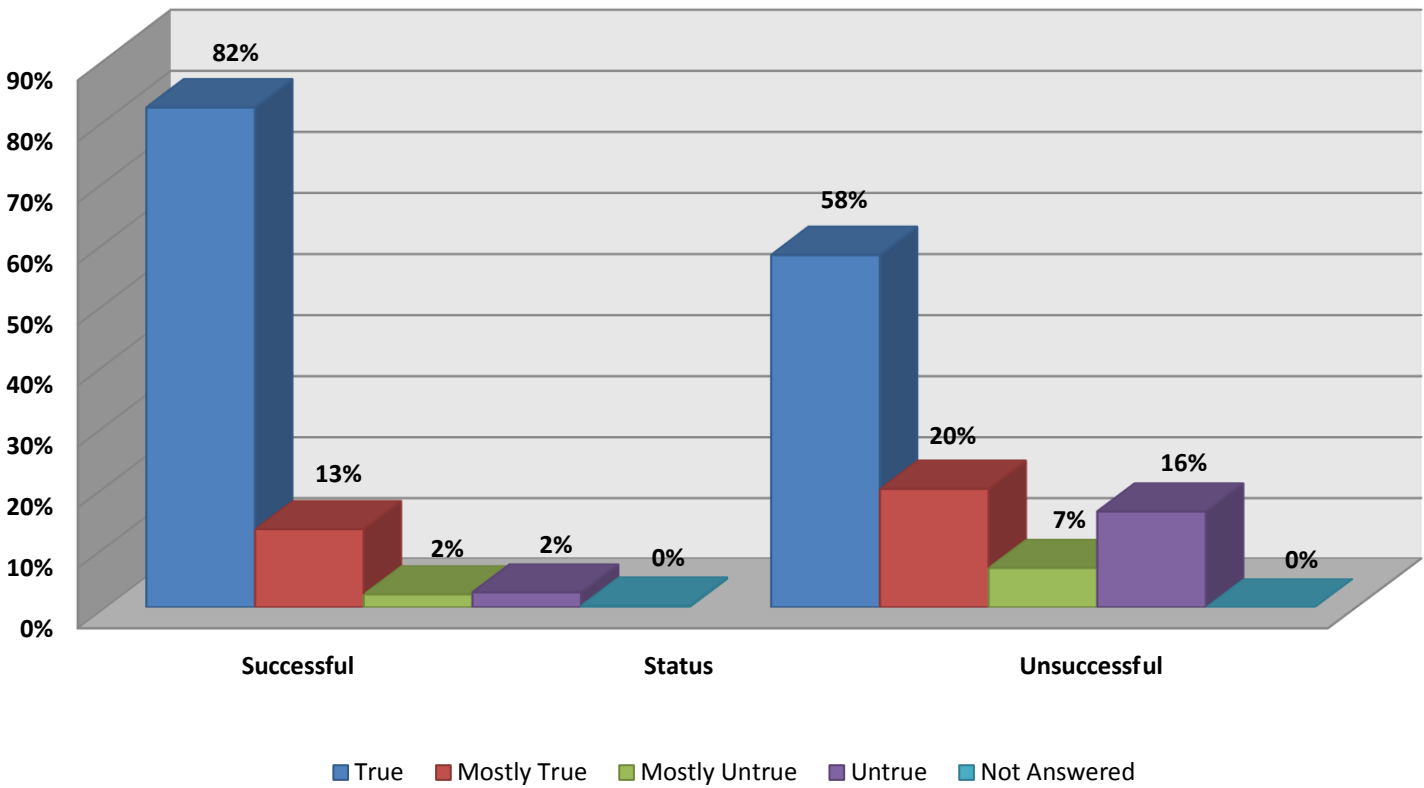
95%, 308 of 324 were satisfied with the way their counselor related to them.

4%, 15 of 308 were NOT satisfied with the way their counselor related to them.

78%, 83 of 107 were satisfied with the way their counselor related to them.

22%, 17 of 107 were NOT satisfied with the way their counselor related to them.

1. I am satisfied with the way my counselor related to me?



2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	272	84%	67	63%	339	79%
Mostly True	40	12%	15	14%	55	13%
Mostly Untrue	6	2%	11	10%	17	4%
Untrue	5	2%	14	13%	19	4%
Not Answered	1	0%	0	0%	1	0%
Total	324	100%	107	100%	431	100%

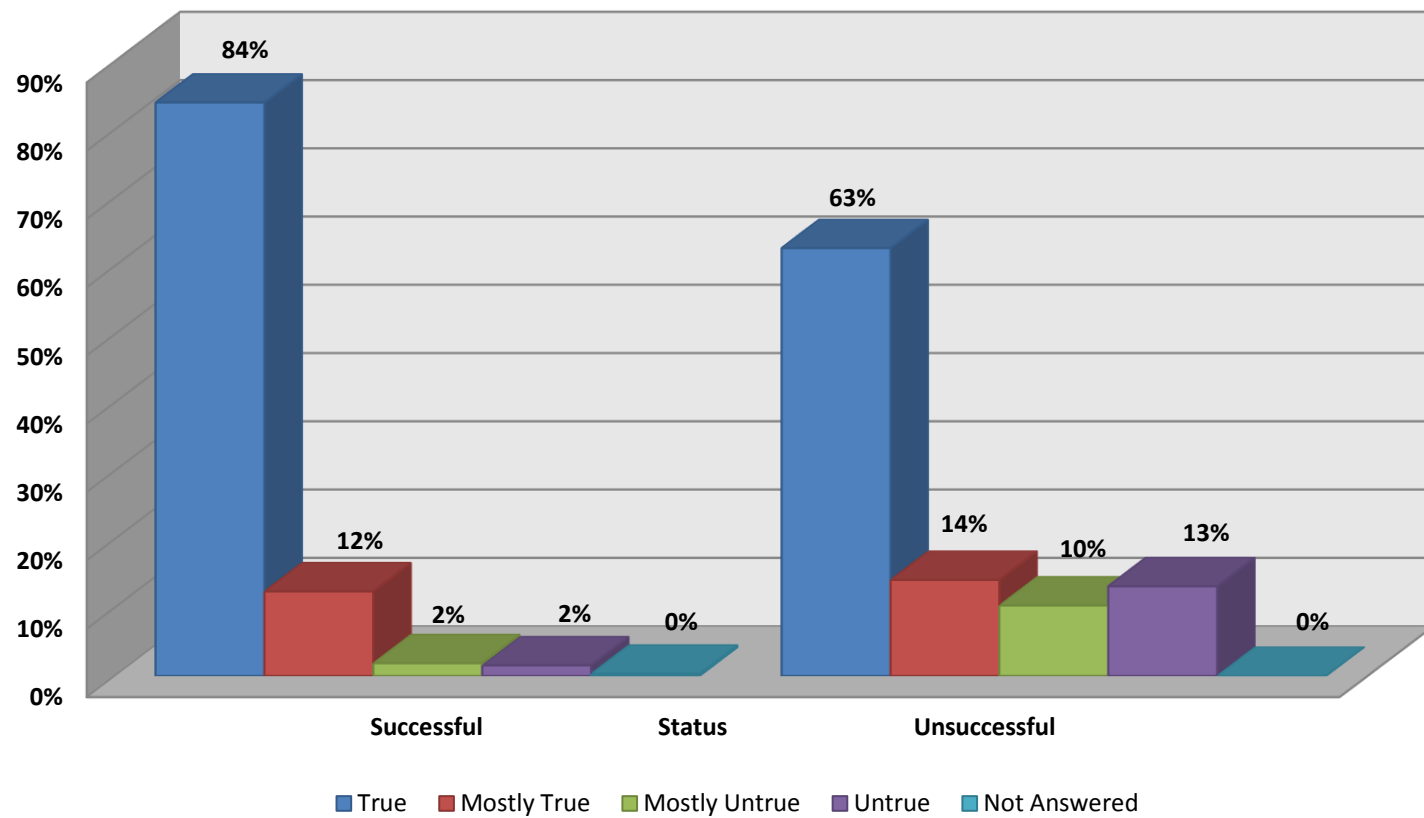
96%, 272 of 324 had counselors who took their concerns seriously.

4%, 11 of 324 had counselors who did NOT take their concerns seriously.

77%, 82 of 107 had counselors who took their concerns seriously.

23%, 25 of 107 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



2015 Consumer Satisfaction Survey

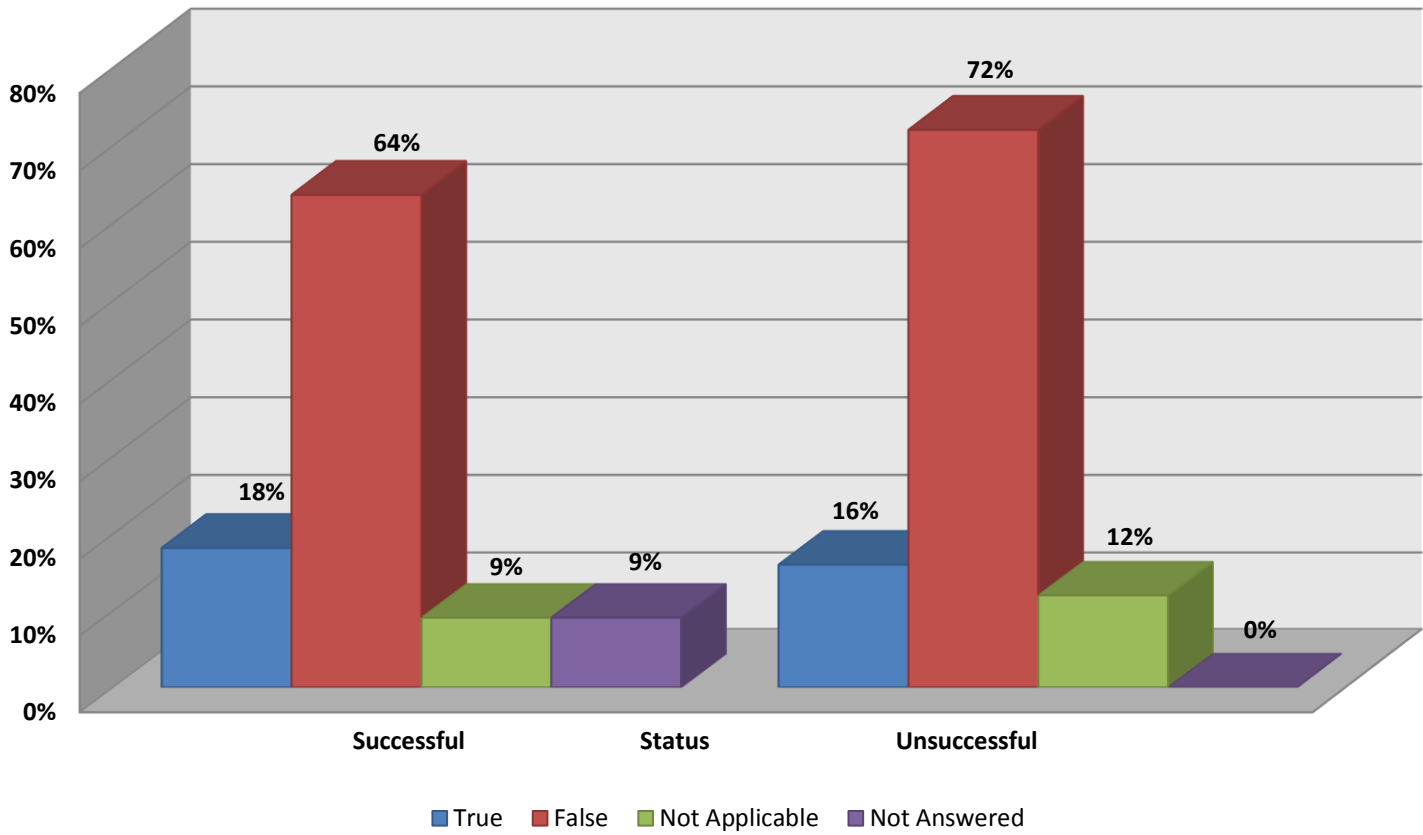
2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	18%	4	16%	6	17%
False	7	64%	18	72%	25	69%
Not Applicable	1	9%	3	12%	4	11%
Not Answered	1	9%	0	0%	1	3%
Total	11	100%	25	100%	36	100%

Not really an issue for consumers with successful placements. But those without a placement is under 1 in 5.

2% 7 of 11 of 324 had counselors that did NOT take the time to listen to my
17% of 25 of 107 had counselors that did NOT take the time to listen to my concerns

2a. My counselor took the time to listen to my concerns?



2b. My counselor took my opinion into consideration and responded appropriately?

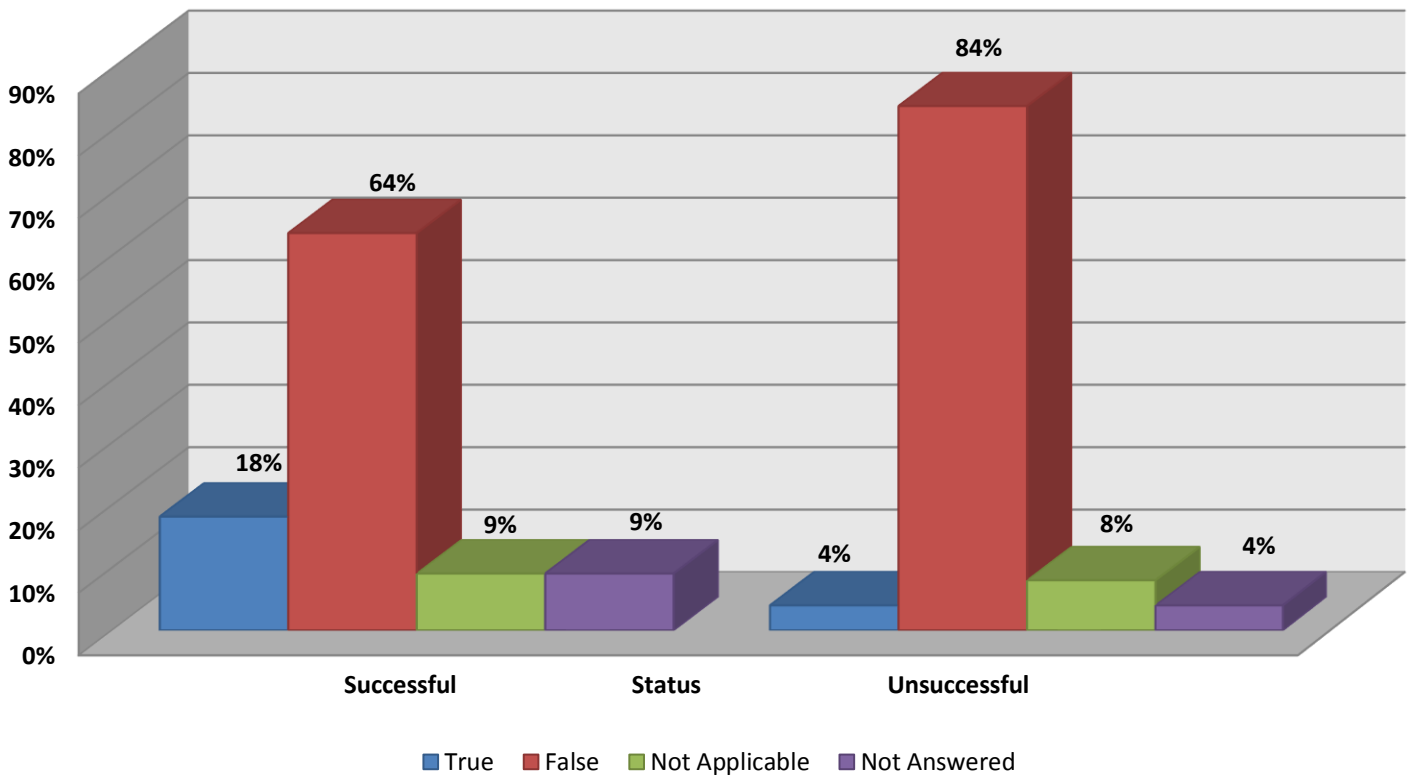
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	18%	1	4%	3	8%
False	7	64%	21	84%	28	78%
Not Applicable	1	9%	2	8%	3	8%
Not Answered	1	9%	1	4%	2	6%
Total	11	100%	25	100%	36	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5.

2%, 7 of 11 of 324 had counselor did NOT take their opinion into consideration and/or responded appropriately

20% 21 of 25 of 107 had counselor did NOT take their opinion into consideration and/or responded appropriately

2b. My counselor took my opinion into consideration and responded appropriately?



2015 Consumer Satisfaction Survey

2c. My counselor was open to me expressing my complaints?

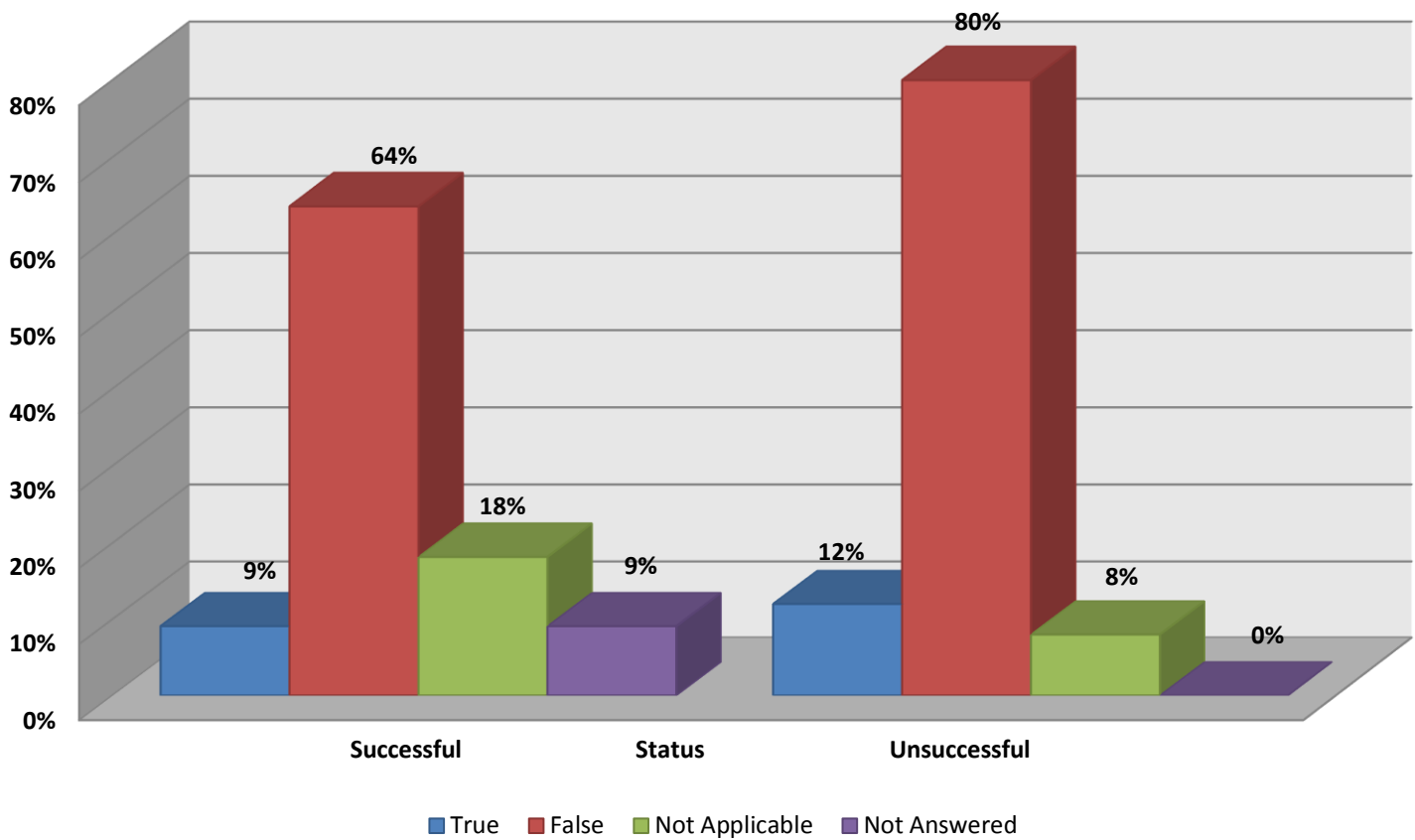
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	1	9%	3	12%	4	11%
False	7	64%	20	80%	27	75%
Not Applicable	2	18%	2	8%	4	11%
Not Answered	1	9%	0	0%	1	3%
Total	11	100%	25	100%	36	100%

Not really an issue for consumers with successful placements. But those without a placement is under 1 in 5.

2%, 7 of 11 of 324 had counselors who were NOT open to their expressing their complaints

19%, 20 of 25 of 107 had counselors who were NOT open to their expressing their complaints

2c. My counselor was open to me expressing my complaints?



3. My counselor understood my needs?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	259	80%	55	51%	314	73%
Mostly True	44	14%	26	24%	70	16%
Mostly Untrue	10	3%	11	10%	21	5%
Untrue	5	2%	14	13%	19	4%
Not Answered	6	2%	1	1%	7	2%
Total	324	100%	107	100%	431	100%

Not really an issue for consumers with successful placements. But those without a placement is 1 in 4.

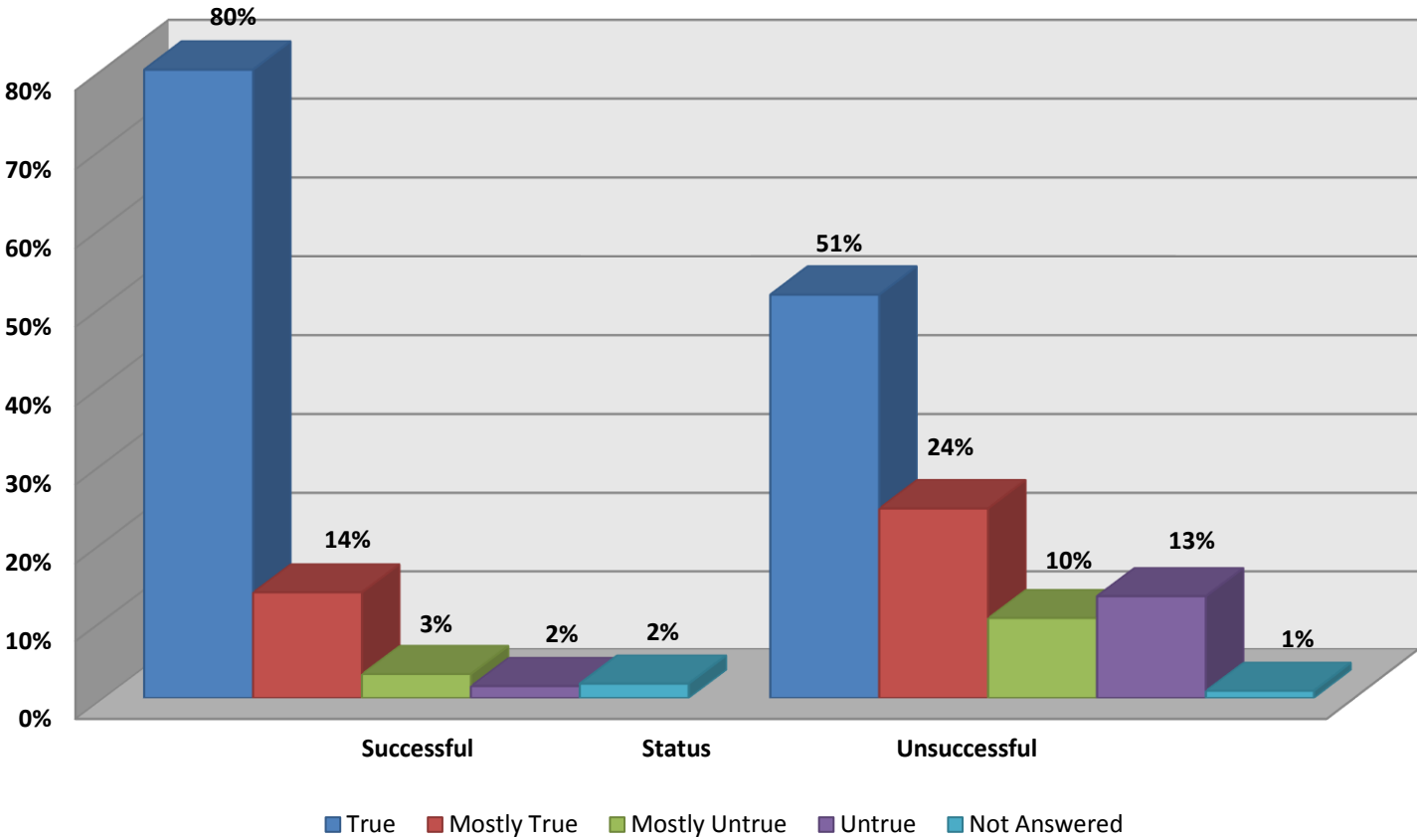
94%, 303 of 324 had counselors who understood their needs

5%, 15 of 324 had counselors who did NOT understand their needs

76%, 81 of 107 had counselors who understood their needs

24%, 25 of 107 had counselors who did NOT understand their needs

3. My counselor understood my needs?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

3a. My counselor gave me useful advice?

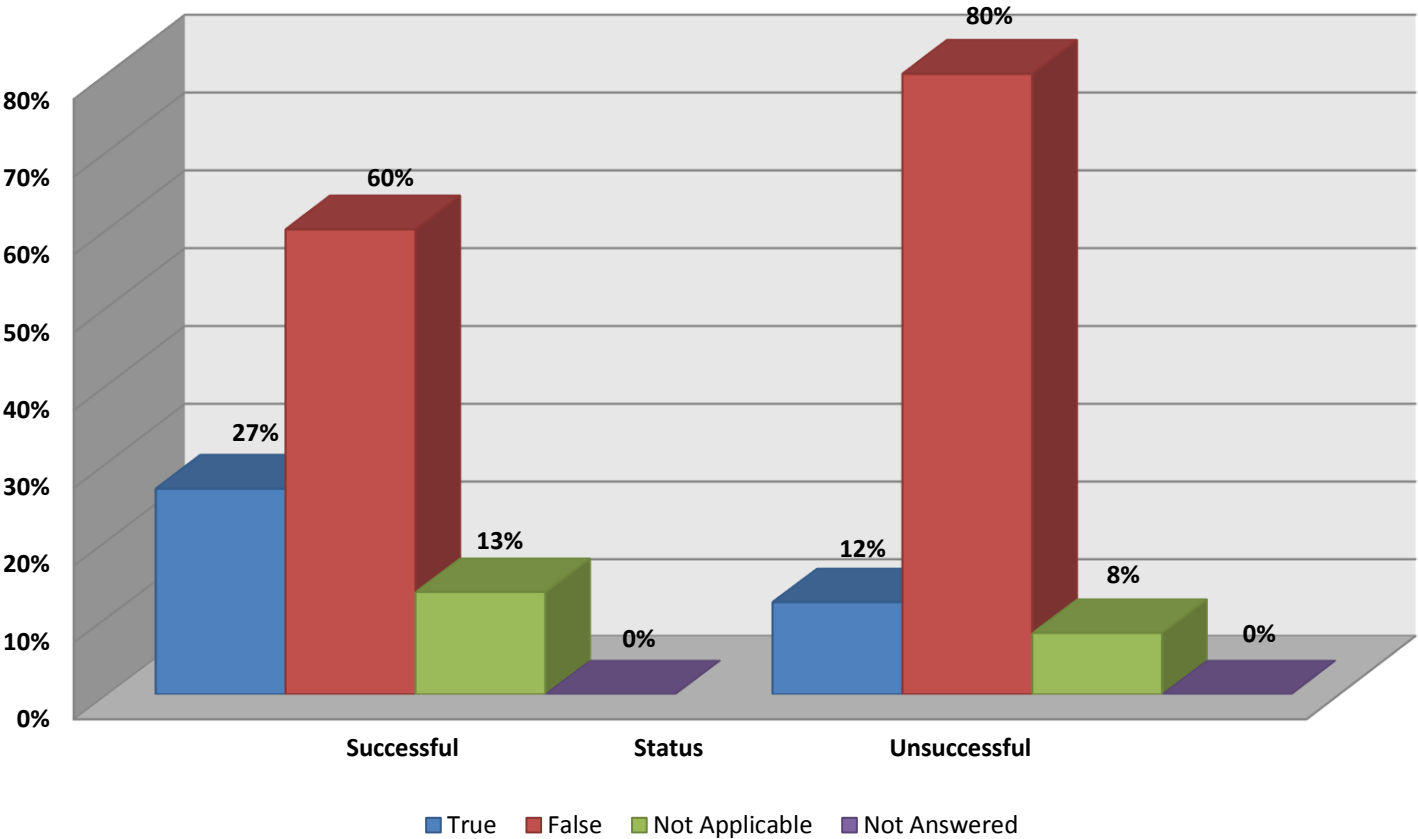
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	4	27%	3	12%	7	18%
False	9	60%	20	80%	29	73%
Not Applicable	2	13%	2	8%	4	10%
Not Answered	0	0%	0	0%	0	0%
Total	15	100%	25	100%	40	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5.

3%, 9 of 15 of 324 did NOT find counselor's advice useful

19%, 20 of 25 of 107 did NOT find counselor's advice useful

3a. My counselor gave me useful advice?



3b. My counselor helped me find resources in the community?

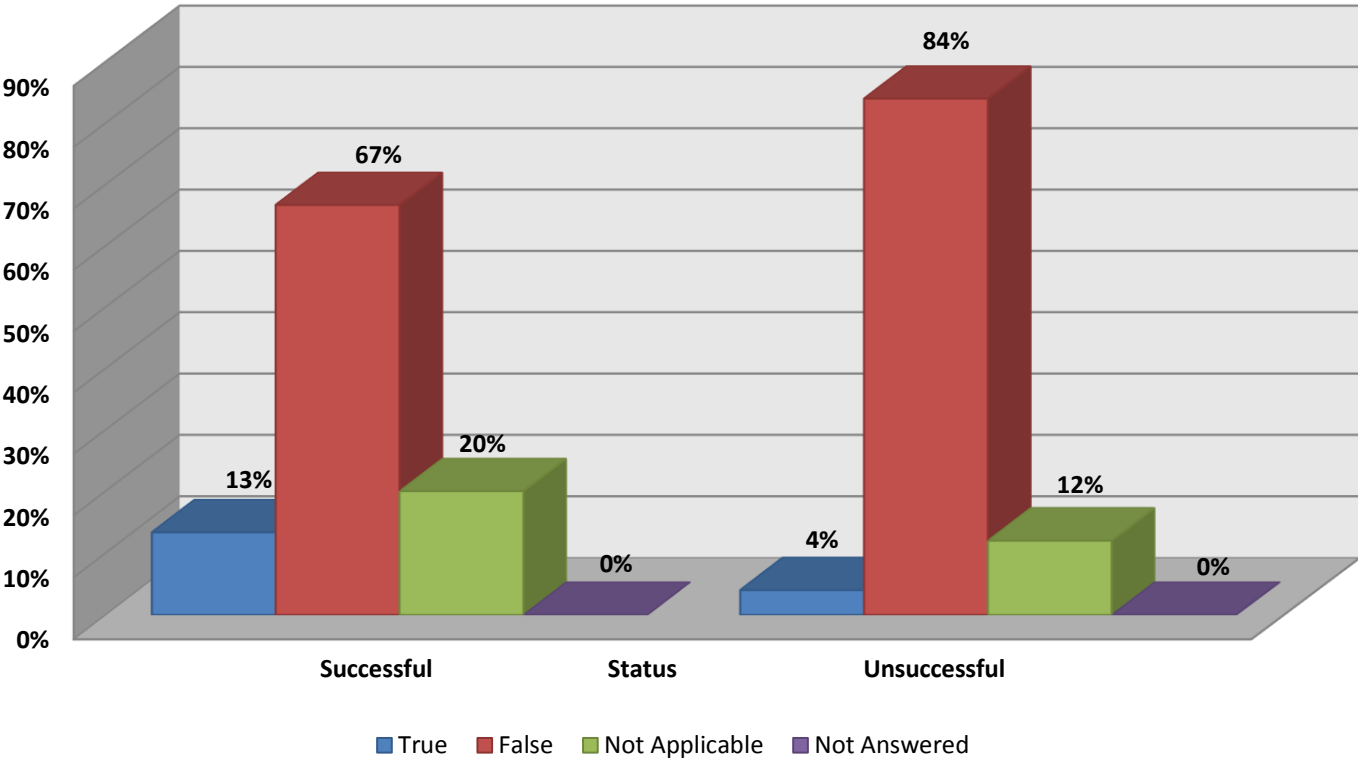
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	13%	1	4%	3	8%
False	10	67%	21	84%	31	78%
Not Applicable	3	20%	3	12%	6	15%
Not Answered	0	0%	0	0%	0	0%
Total	15	100%	25	100%	40	100%

Not really an issue for consumers with successful placements. But those without a placement is just over 1 in 5.

3%, 10 of 15 of 324 did NOT believe counsleor helped them find resoources in the community

20% 21 of 25 of 107 did NOT believe counsleor helped them find resoources in the community

3b. My counselor helped me find resources in the community?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

3c. My counselor helped me challenge my expectations of myself?

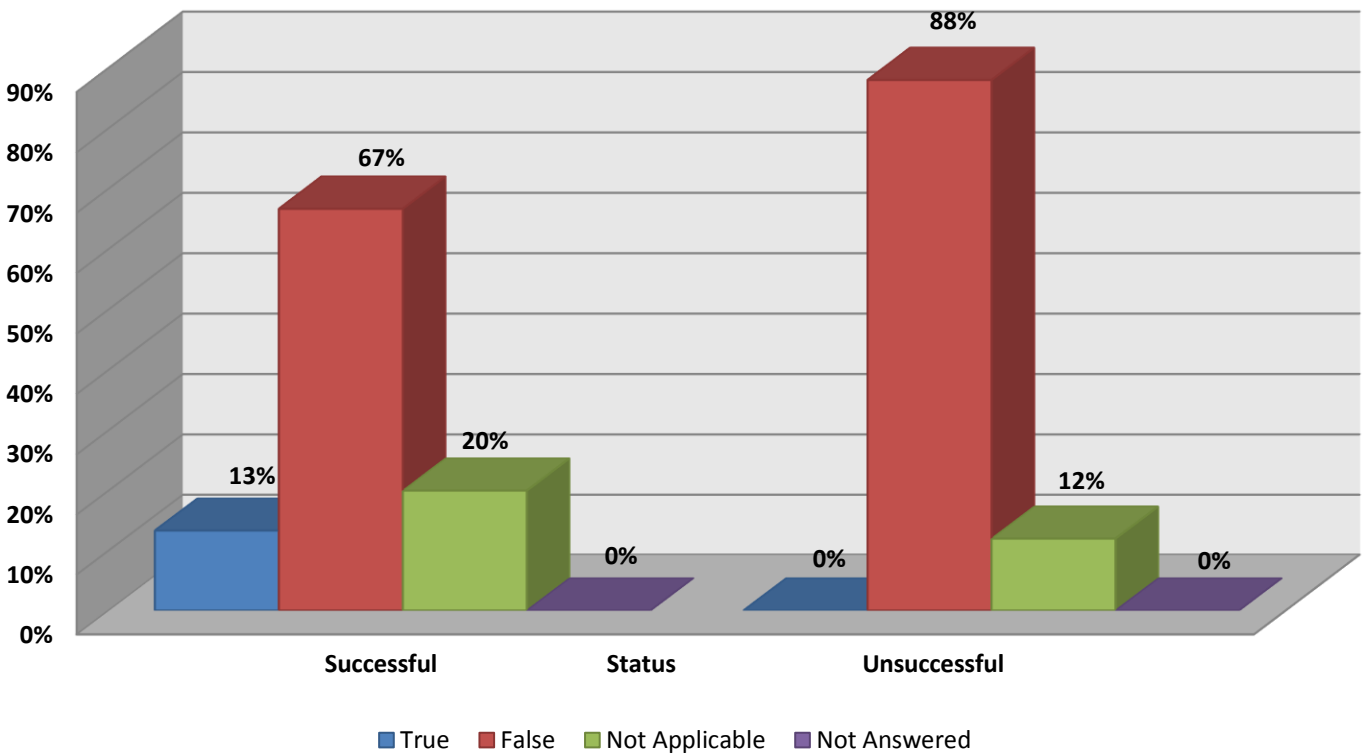
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	13%	0	0%	2	5%
False	10	67%	22	88%	32	80%
Not Applicable	3	20%	3	12%	6	15%
Not Answered	0	0%	0	0%	0	0%
Total	15	100%	25	100%	40	100%

Not really an issue for consumers with successful placements. But those without a placement is just over 1 in 5.

3%, 10 of 15 of 324 did NOT find that their counselor helped them to challenge their expectations of themselves

21%, 22 of 25 of 107 did NOT find that their counselor helped them to challenge their expectations of themselves

3c. My counselor helped me challenge my expectations of myself?



4. My counselor treated me with respect?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	291	90%	72	67%	363	84%
Mostly True	19	6%	15	14%	34	8%
Mostly Untrue	4	1%	6	6%	10	2%
Untrue	4	1%	9	8%	13	3%
Not Answered	6	2%	5	5%	11	3%
Total	324	100%	107	100%	431	100%

Not really an issue...very low percentage of those who felt disrespected.

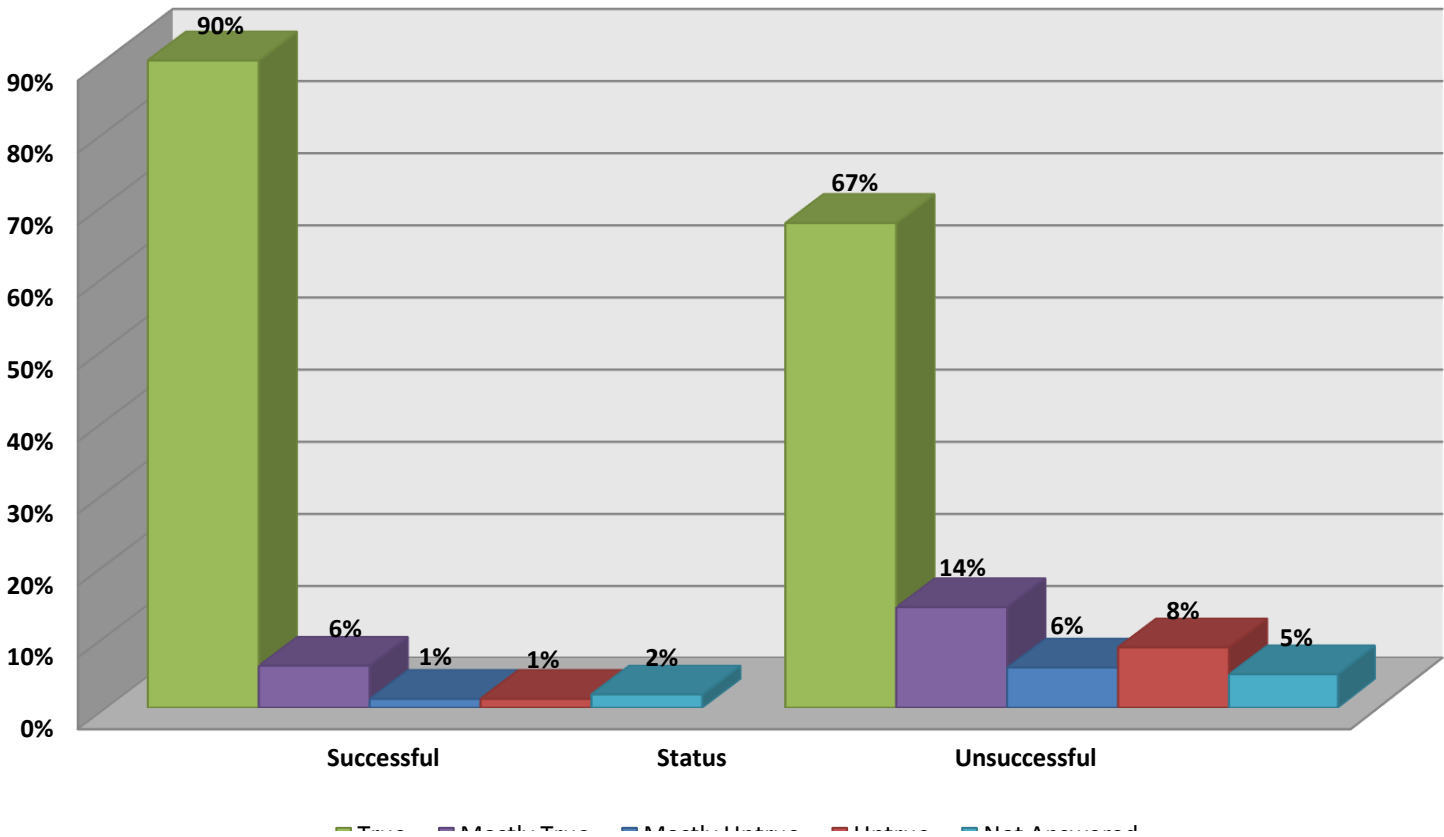
96% 310 of 324 felt their counselors treated with respect

4% 8 of 324 felt their counselors did NOT treat them with respect

81% 87 of 107 felt their counselors treated with respect

14% 15 of 107 felt their counselors did NOT treat them with respect

4. My counselor treated me with respect?



2015 Consumer Satisfaction Survey

True Mostly True Mostly Untrue Untrue Not Answered

2015 Consumer Satisfaction Survey

4a. My counselor was timely when responding to me?

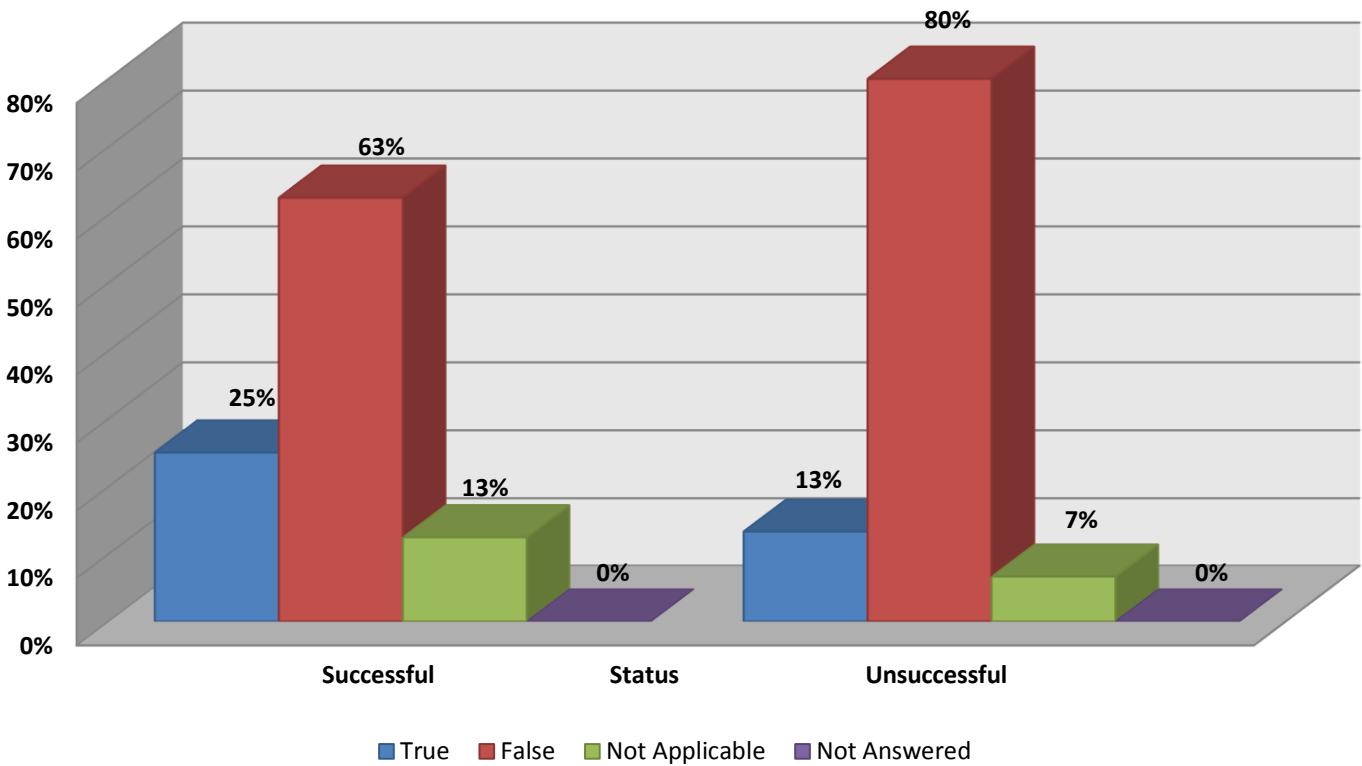
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	25%	2	13%	4	17%
False	5	63%	12	80%	17	74%
Not Applicable	1	13%	1	7%	2	9%
Not Answered	0	0%	0	0%	0	0%
Total	8	100%	15	100%	23	100%

Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

2%, 5 of 8 of 324 had counselors who did NOT respond timely

11%, 8 of 15 of 107 had counselors who did NOT respond timely

4a. My counselor was timely when responding to me?



4b. My counselor acted in my best interest?

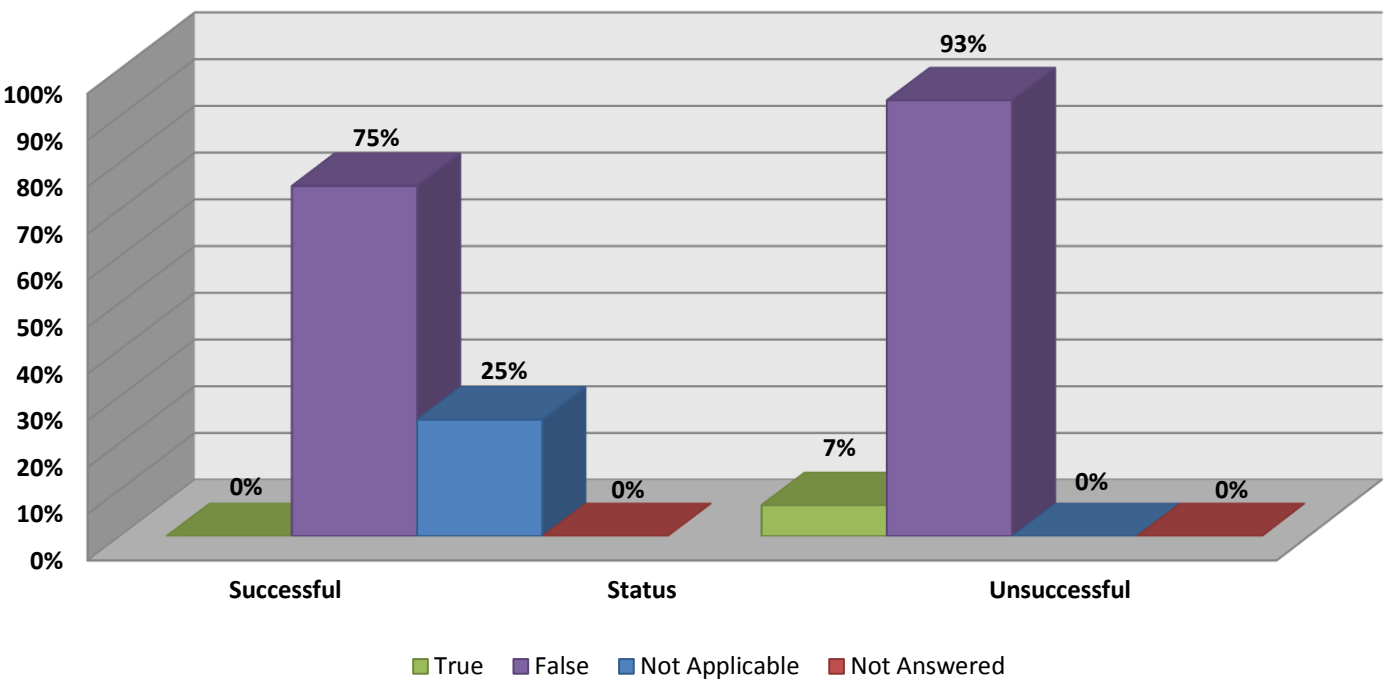
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	0	0%	1	7%	1	4%
False	6	75%	14	93%	20	87%
Not Applicable	2	25%	0	0%	2	9%
Not Answered	0	0%	0	0%	0	0%
Total	8	100%	15	100%	23	100%

Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

2%, 6 of 8 of 324 had counselors who did NOT act in their best interest

13%, 14 of 15 of 107 had counselors who did NOT act in their best interest

4b. My counselor acted in my best interest?



2015 Consumer Satisfaction Survey

4c. My counselor respected my culture?

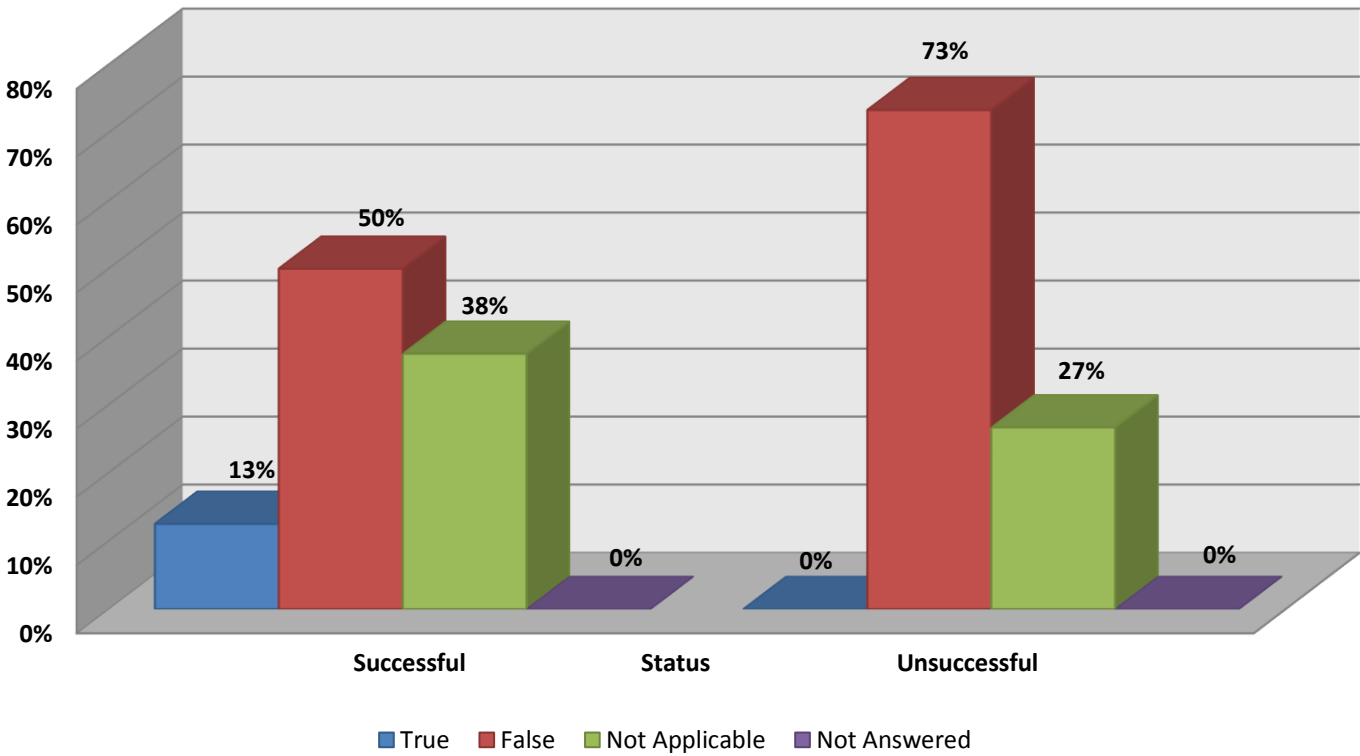
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	1	13%	0	0%	1	4%
False	4	50%	11	73%	15	65%
Not Applicable	3	38%	4	27%	7	30%
Not Answered	0	0%	0	0%	0	0%
Total	8	100%	15	100%	23	100%

Not really an issue...one of the lowest percentages in the whole survey...

1%, 4 of 8 of 324 had counselors who did NOT respect their culture

10%, 11 of 15 of 107 had counselors who did NOT respect their culture

4c. My counselor respected my culture?



5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	272	84%	68	64%	340	79%
Mostly True	33	10%	16	15%	49	11%
Mostly Untrue	5	2%	10	9%	15	3%
Untrue	6	2%	10	9%	16	4%
Not Answered	8	2%	3	3%	11	3%
Total	324	100%	107	100%	431	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 5.

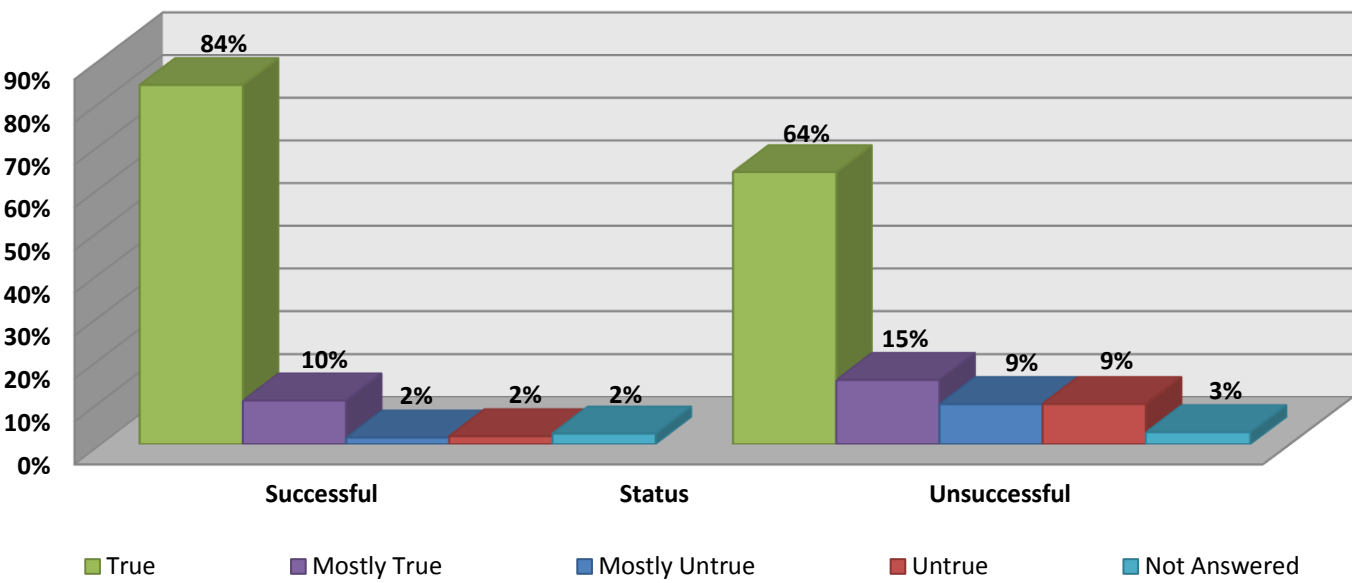
94%, 305 of 324 had counselors involved in their decision-making

4%, 11 of 324 had counselors NOT involved in their decision-making

79%, 84 of 107 had counselors involved in their decision-making

18%, 20 of 107 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



2015 Consumer Satisfaction Survey

5a. My counselor helped me focus on employment?

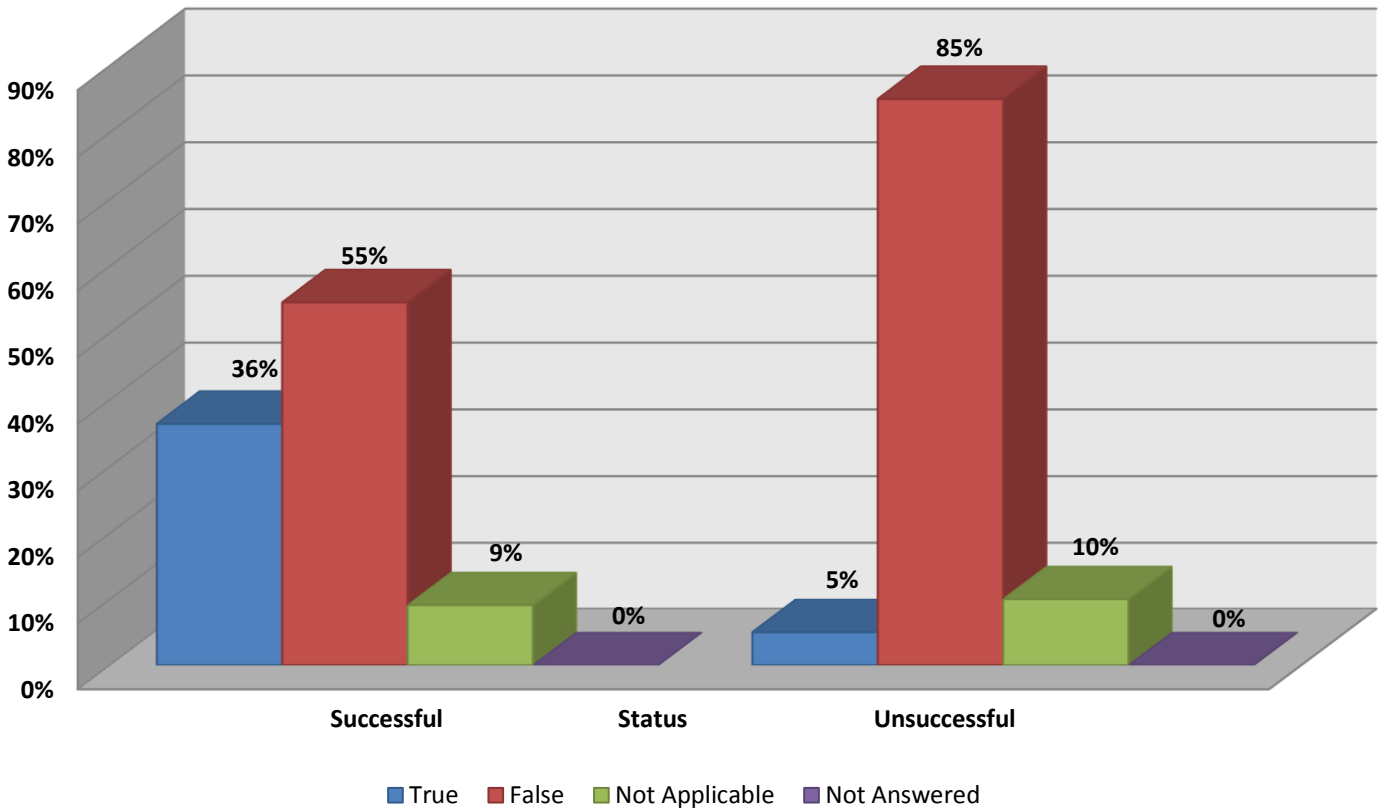
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	4	36%	1	5%	5	16%
False	6	55%	17	85%	23	74%
Not Applicable	1	9%	2	10%	3	10%
Not Answered	0	0%	0	0%	0	0%
Total	11	100%	20	100%	31	100%

Not really an issue for consumers with successful placements. But those without a placement is under 1 in 5.

2%, 6 of 11 of 324 did NOT feel the counselors helped them focus on employment

16%, 17 of 20 of 107 did NOT feel the counselors helped them focus on employment

5a. My counselor helped me focus on employment?



5b. My counselor helped me explore my options?

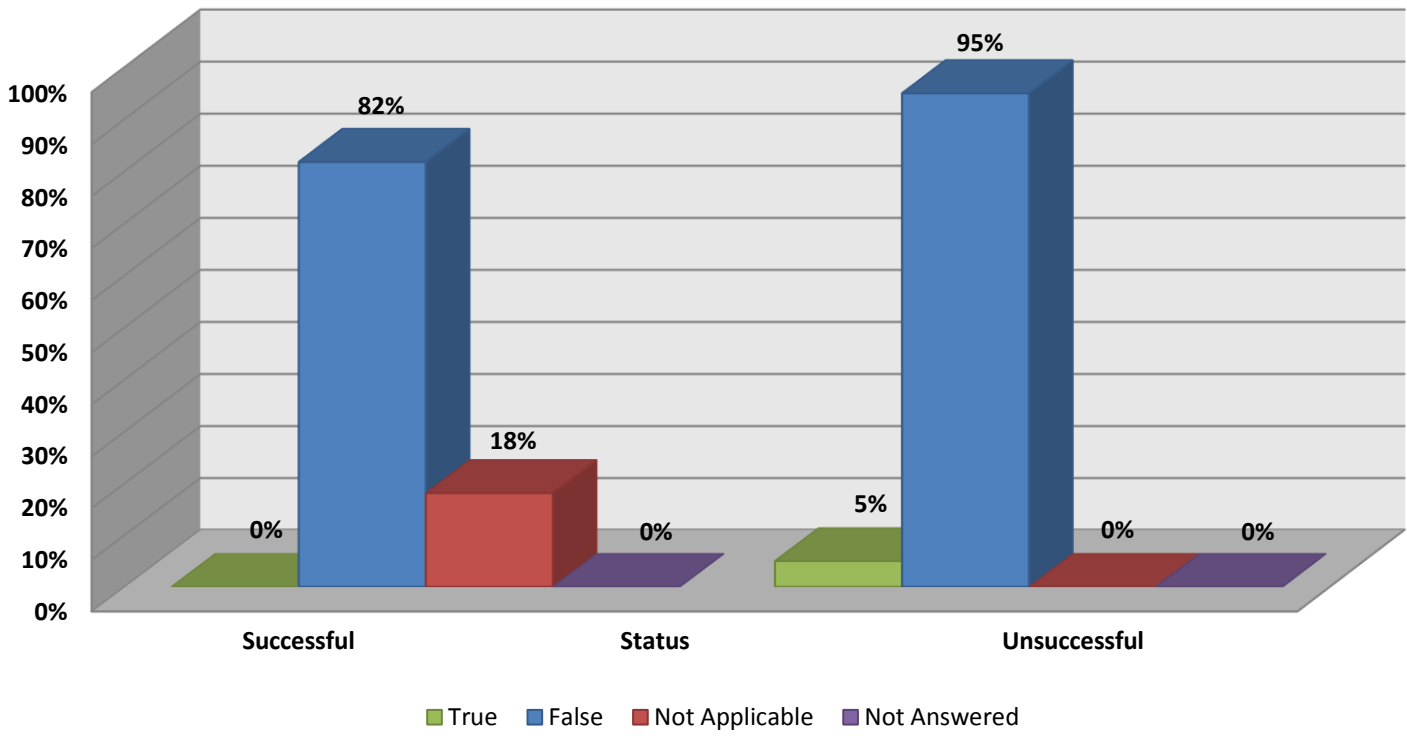
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	0	0%	1	5%	1	3%
False	9	82%	19	95%	28	90%
Not Applicable	2	18%	0	0%	2	6%
Not Answered	0	0%	0	0%	0	0%
Total	11	100%	20	100%	31	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 5.

3%, 9 of 11 of 324 did NOT feel the counselors helped them explore their options

18%, 19 of 20 of 107 did NOT feel the counselors helped them explore their options

5b. My counselor helped me explore my options?



2015 Consumer Satisfaction Survey

5c. My counselor helped me understand the pros and cons of my decision?

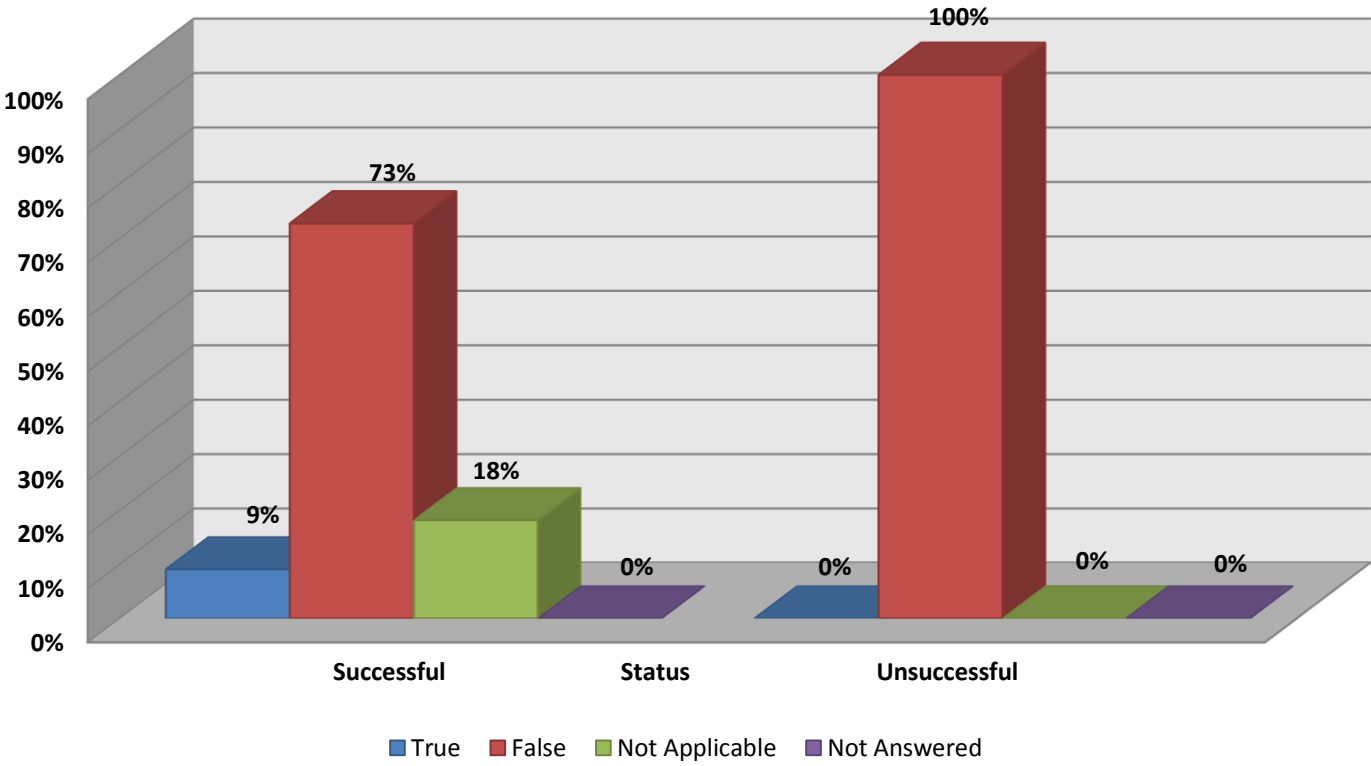
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	1	9%	0	0%	1	3%
False	8	73%	20	100%	28	90%
Not Applicable	2	18%	0	0%	2	6%
Not Answered	0	0%	0	0%	0	0%
Total	11	100%	20	100%	31	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 5.

2%, 8 of 11 of 324 did NOT feel the counselors helped them understand the pros and cons of their decisions

19%, 20 of 20 of 107 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	226	70%	49	46%	275	64%
Mostly True	60	19%	21	20%	81	19%
Mostly Untrue	11	3%	14	13%	25	6%
Untrue	15	5%	21	20%	36	8%
Not Answered	12	4%	2	2%	14	3%
Total	324	100%	107	100%	431	100%

Very high in unsatisfied for those without employment

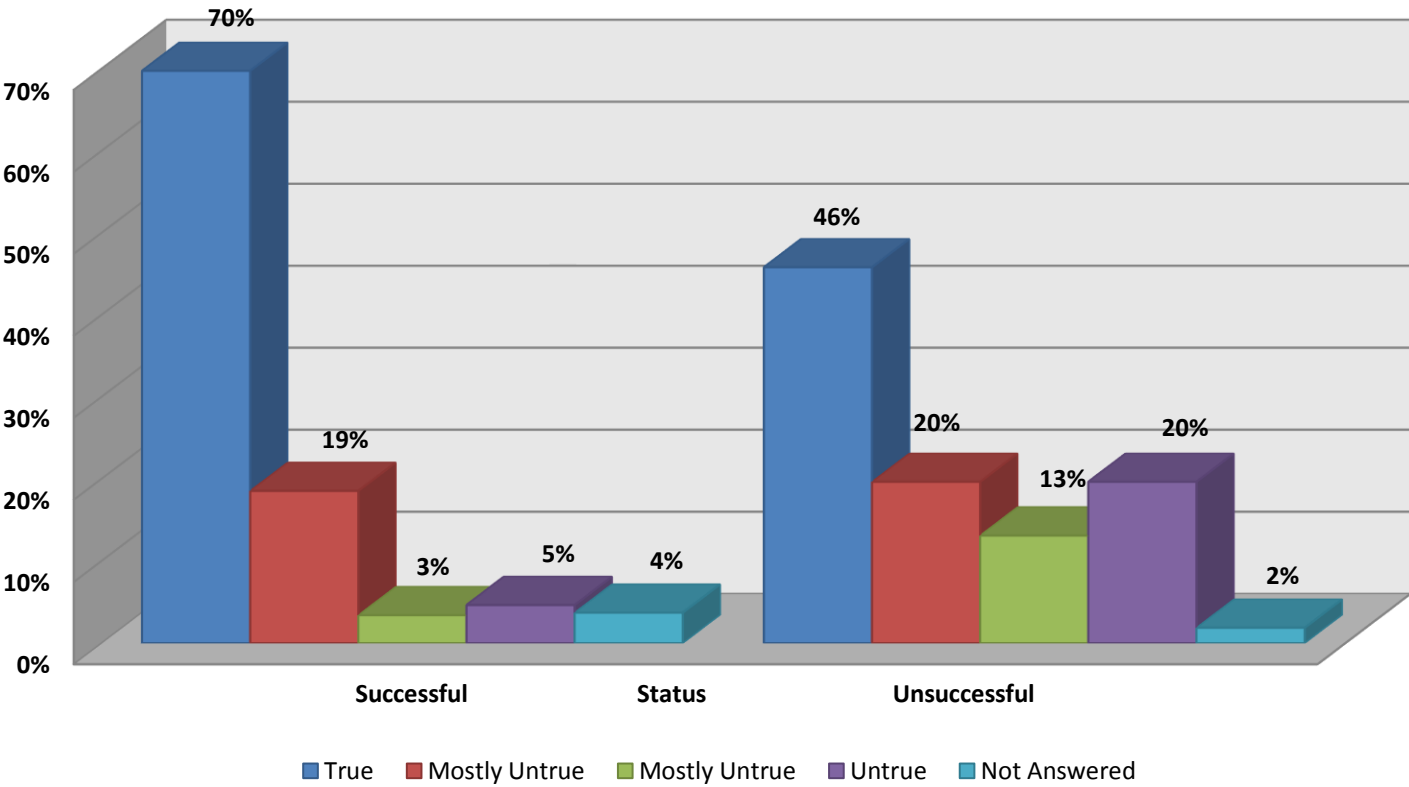
88%, 286 of 324 felt satisfied with how well VR prepared them for employment

8%, 26 of 324 felt UNSatisfied with how well VR prepared them for employment

66%, 70 of 107 felt satisfied with how well VR prepared them for employment

33%, 35 of 107 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

6a. I was advised about my rights and responsibilities?

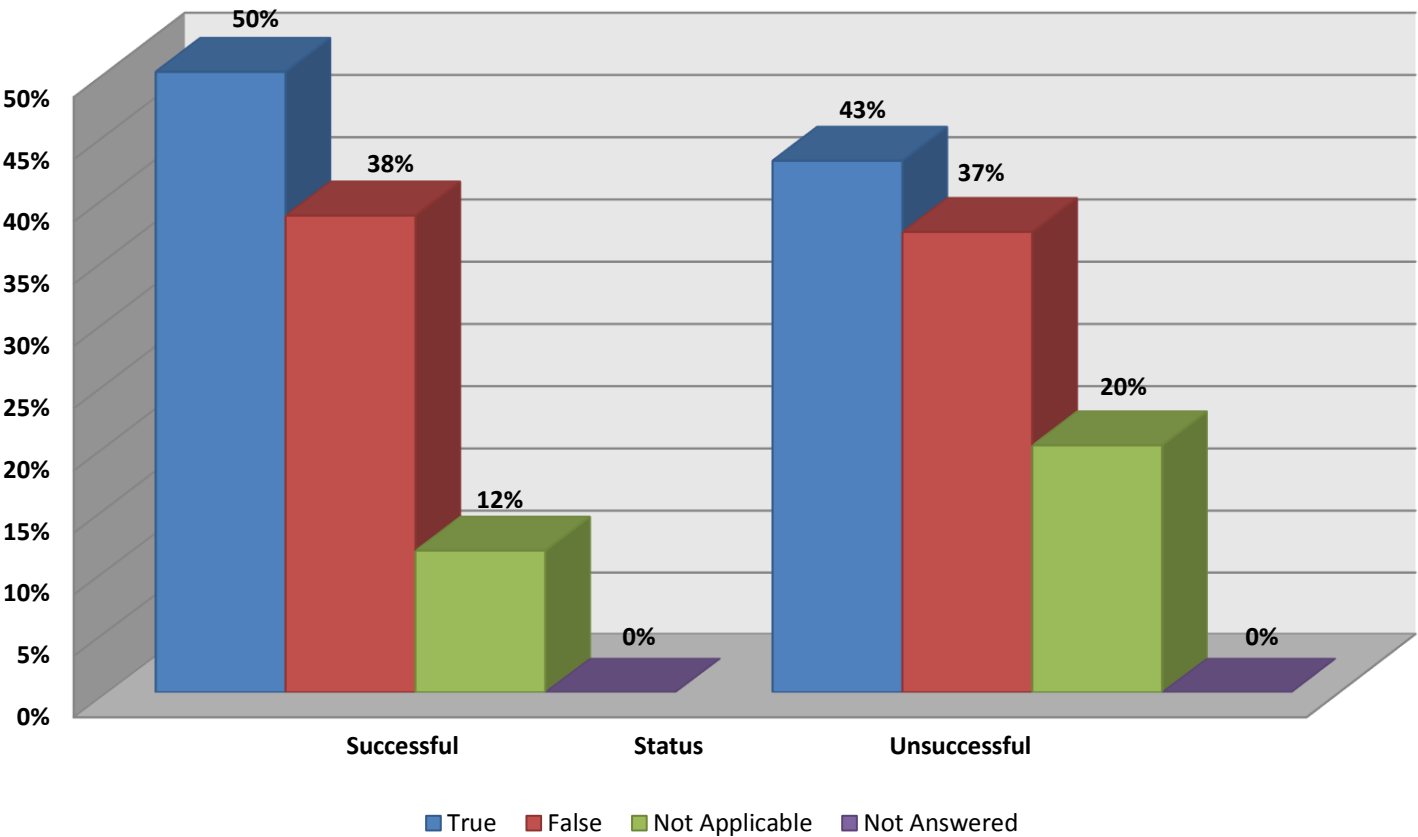
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	13	50%	15	43%	28	46%
False	10	38%	13	37%	23	38%
Not Applicable	3	12%	7	20%	10	16%
Not Answered	0	0%	0	0%	0	0%
Total	26	100%	35	100%	61	100%

Not really an issue for consumers...

3%, 10 of 16 of 324 was NOT advised about their rights and responsibilities

12%, 13 of 35 of 107 was NOT advised about their rights and responsibilities

6a. I was advised about my rights and responsibilities?



6b. I was able to make informed choices about the services needed?

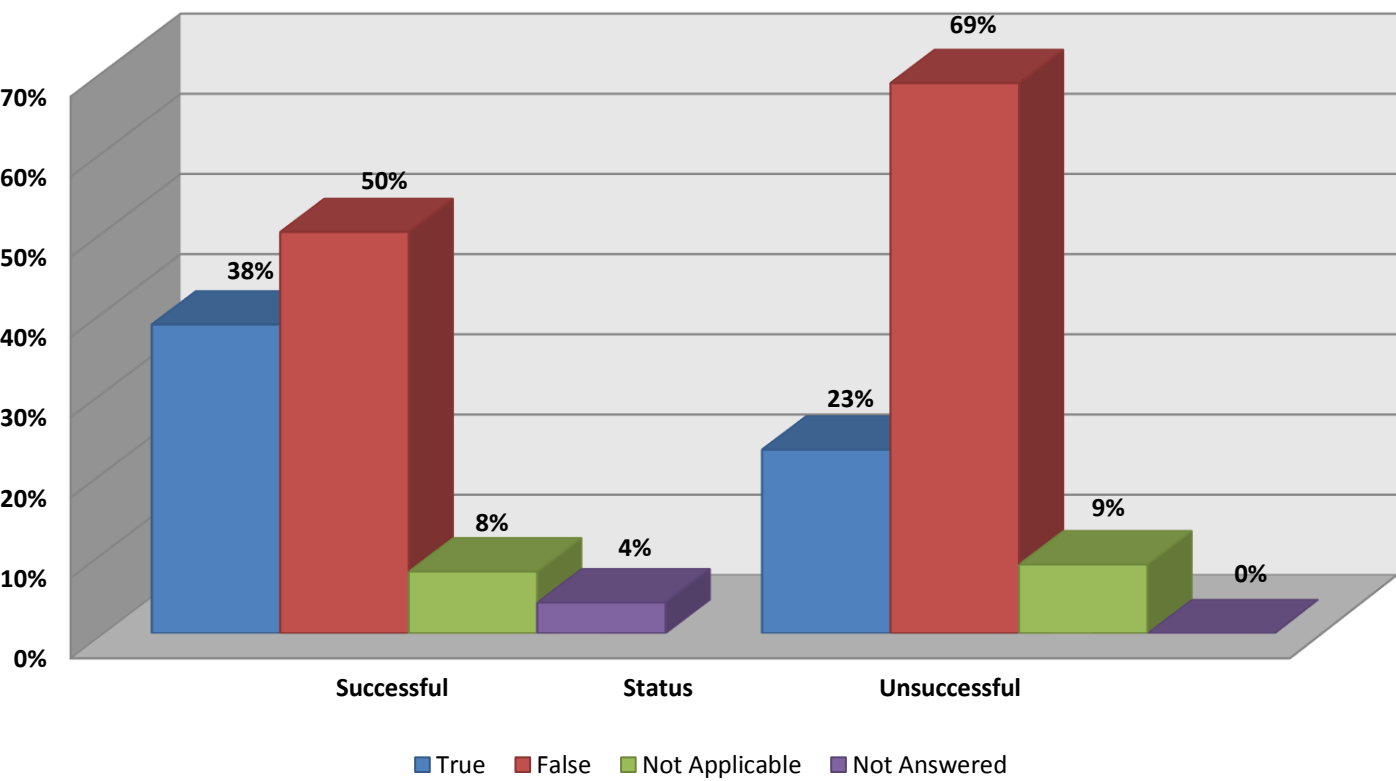
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	10	38%	8	23%	18	30%
False	13	50%	24	69%	37	61%
Not Applicable	2	8%	3	9%	5	8%
Not Answered	1	4%	0	0%	1	2%
Total	26	100%	35	100%	61	100%

9%, 37 of 431 did not feel able to make an informed choice about the services they needed!

4%, 13 of 26 of 324 UNable to make informed choices about the services needed

22%, 24 of 35 of 107 UNable to make informed choices about the services needed

6b. I was able to make informed choices about the services needed?



2015 Consumer Satisfaction Survey

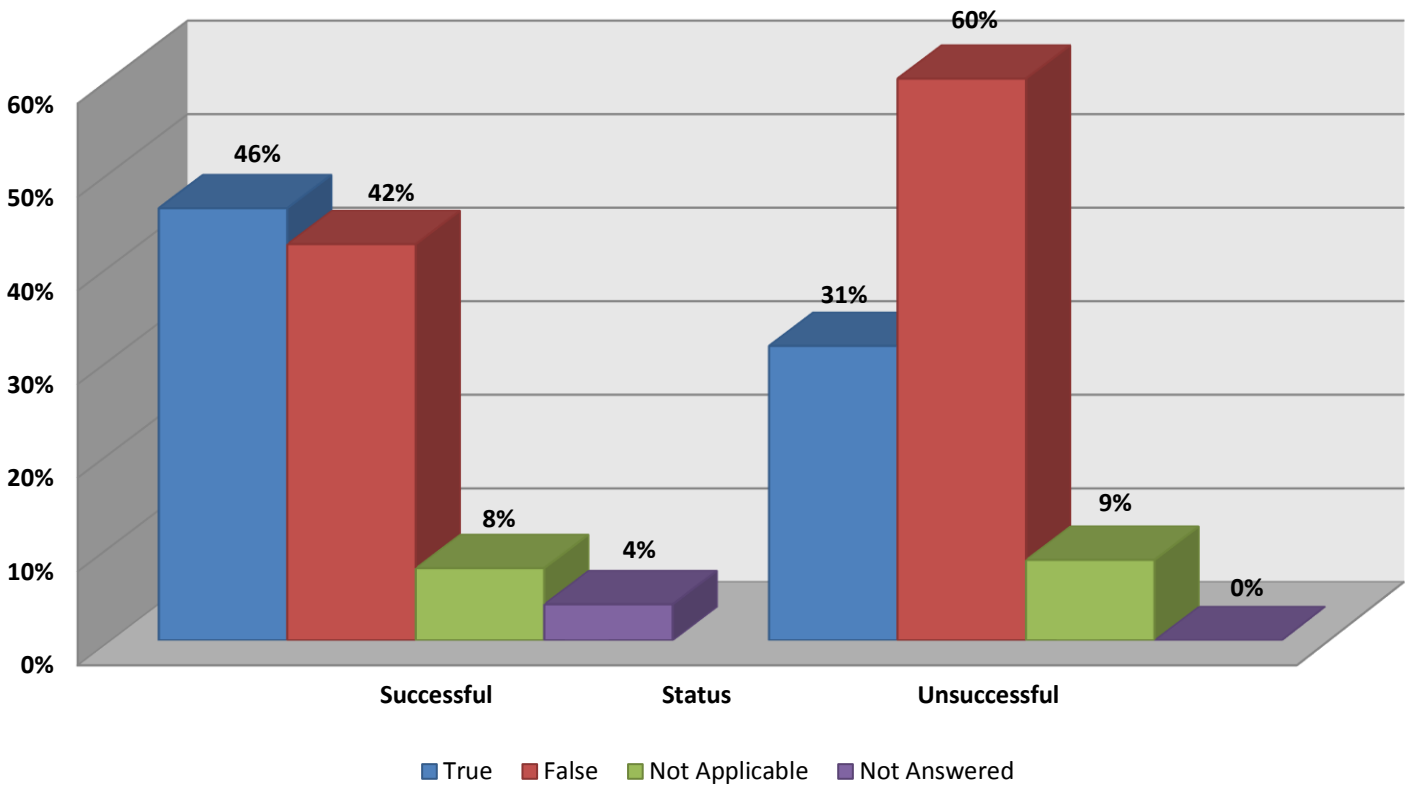
6c. I was able to make informed choices about the provider of services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	12	46%	11	31%	23	38%
False	11	42%	21	60%	32	52%
Not Applicable	2	8%	3	9%	5	8%
Not Answered	1	4%	0	0%	1	2%
Total	26	100%	35	100%	61	100%

Pretty significant for unplaced workers

3%, 11 of 26 of 324 UNable to make informed choices about the provider of
20%, 21 of 35 of 107 UNable to make informed choices about the provider of
services

6c. I was able to make informed choices about the provider of services?



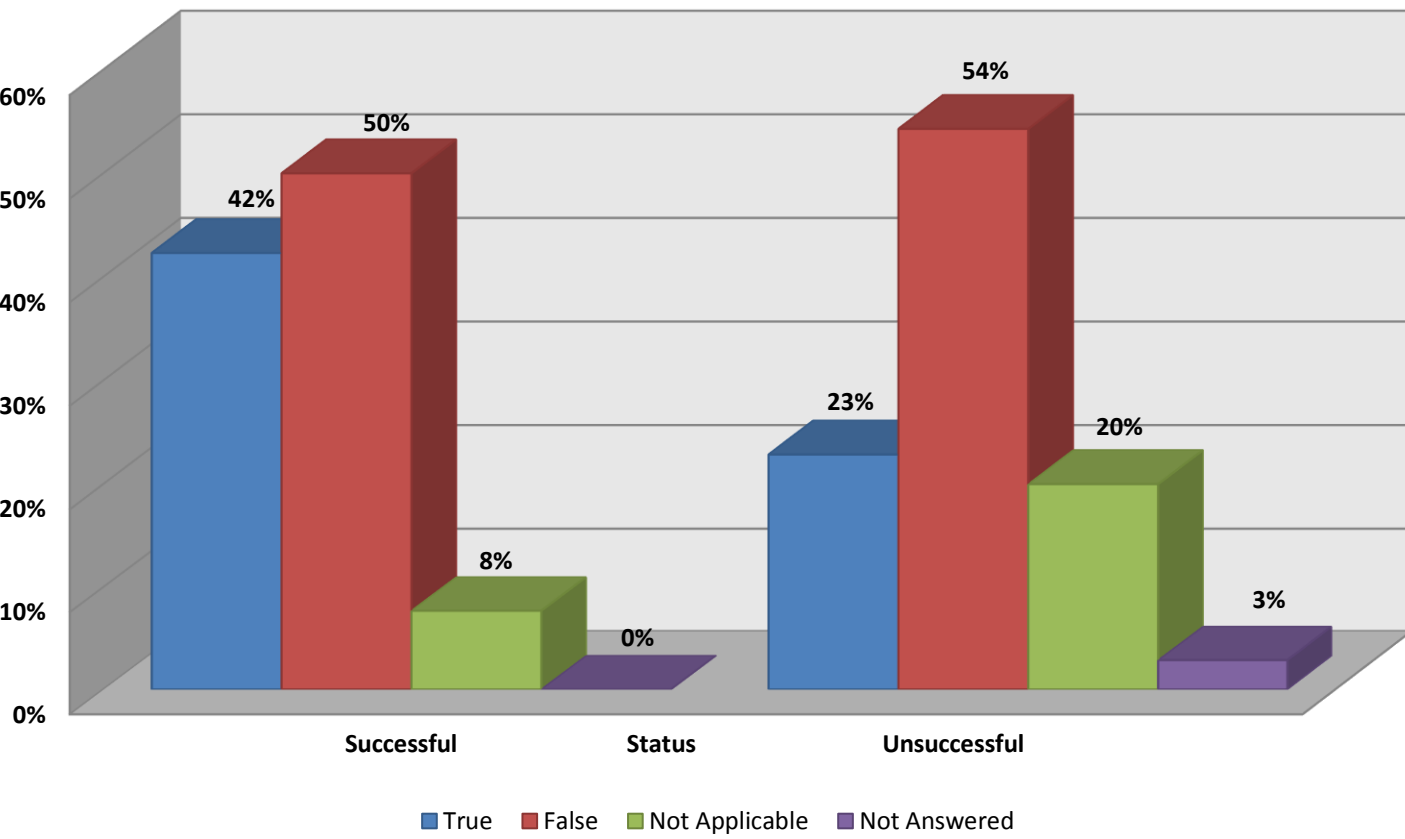
6d. I received all agreed upon services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	11	42%	8	23%	19	31%
False	13	50%	19	54%	32	52%
Not Applicable	2	8%	7	20%	9	15%
Not Answered	0	0%	1	3%	1	2%
Total	26	100%	35	100%	61	100%

Not really an issue for consumers with successful placements. And those without a placement is just under 1 in 5.

4%, 13 of 26 of 324 did NOT receive all agreed upon services
18%, 19 of 35 of 107 did NOT receive all agreed upon services

6d. I received all agreed upon services?



2015 Consumer Satisfaction Survey

6e. I received all agreed upon services in the time frame that met my needs?

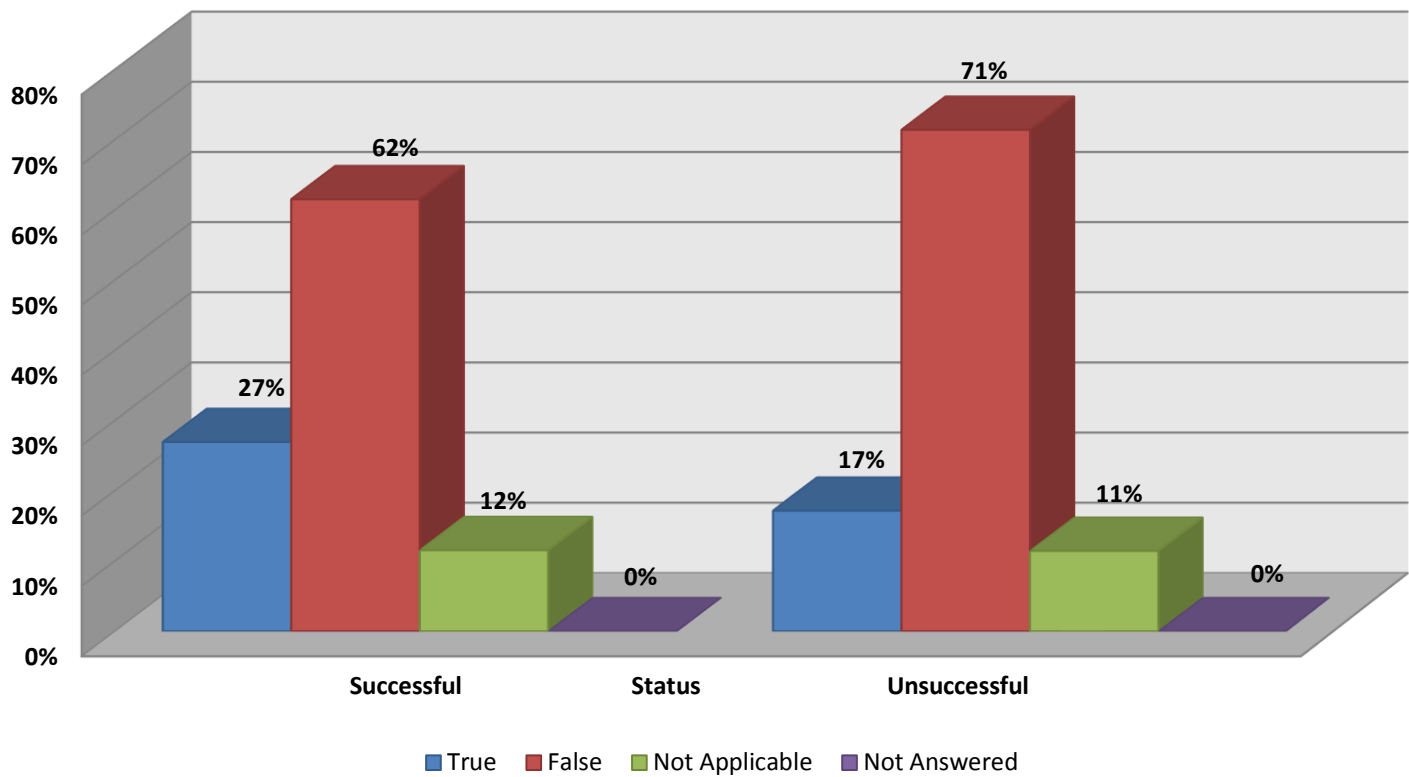
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	7	27%	6	17%	13	21%
False	16	62%	25	71%	41	67%
Not Applicable	3	12%	4	11%	7	11%
Not Answered	0	0%	0	0%	0	0%
Total	26	100%	35	100%	61	100%

Pretty significant for unplaced workers

5%, 16 of 26 of 324 did NOT receive all agreed upon services in the time frame that met their needs

23%, 25 of 35 of 107 did NOT receive all agreed upon services in the time frame that met their needs

6e. I received all agreed upon services in the time frame that met my needs?



7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	230	71%	34	32%	264	61%
Mostly True	58	18%	24	22%	82	19%
Mostly Untrue	13	4%	16	15%	29	7%
Untrue	14	4%	31	29%	45	10%
Not Answered	9	3%	2	2%	11	3%
Total	324	100%	107	100%	431	100%

Pretty high negative of those not employed (nearly half) 44%

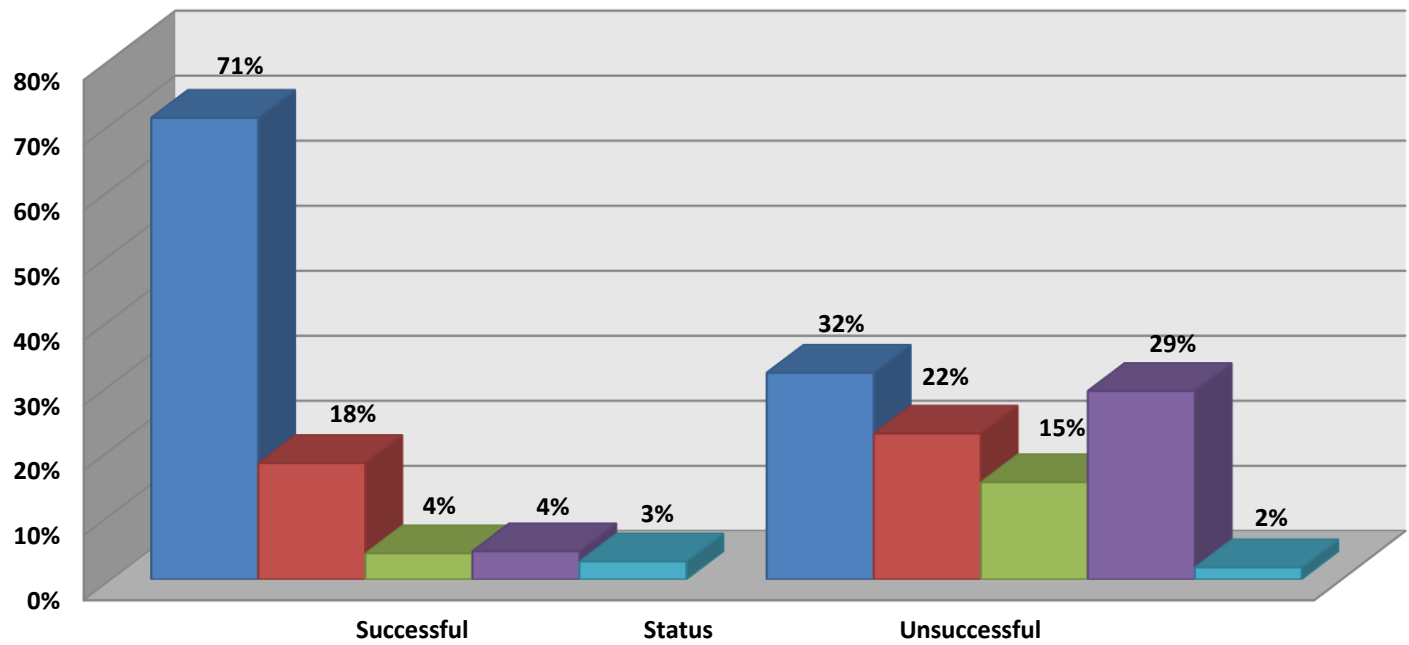
89%, 288 of 324 employed or more prepared for employment because of the services they received

8%, 27 of 324 employed but do NOT perceive this was because of the services they received

54%, 58 of 107 not employed but perceive more preparedness+H925 for employment because of the services they received

44%, 47 of 107 not employed and do NOT perceive preparedness because of the services received

7. I am employed or more prepared for employment because of the services I received?



2015 Consumer Satisfaction Survey

True Mostly True Mostly Untrue Untrue Not Answered

2015 Consumer Satisfaction Survey

7a. Services I received helped to decrease, accommodate, and/or remove my disability related barriers to employment?

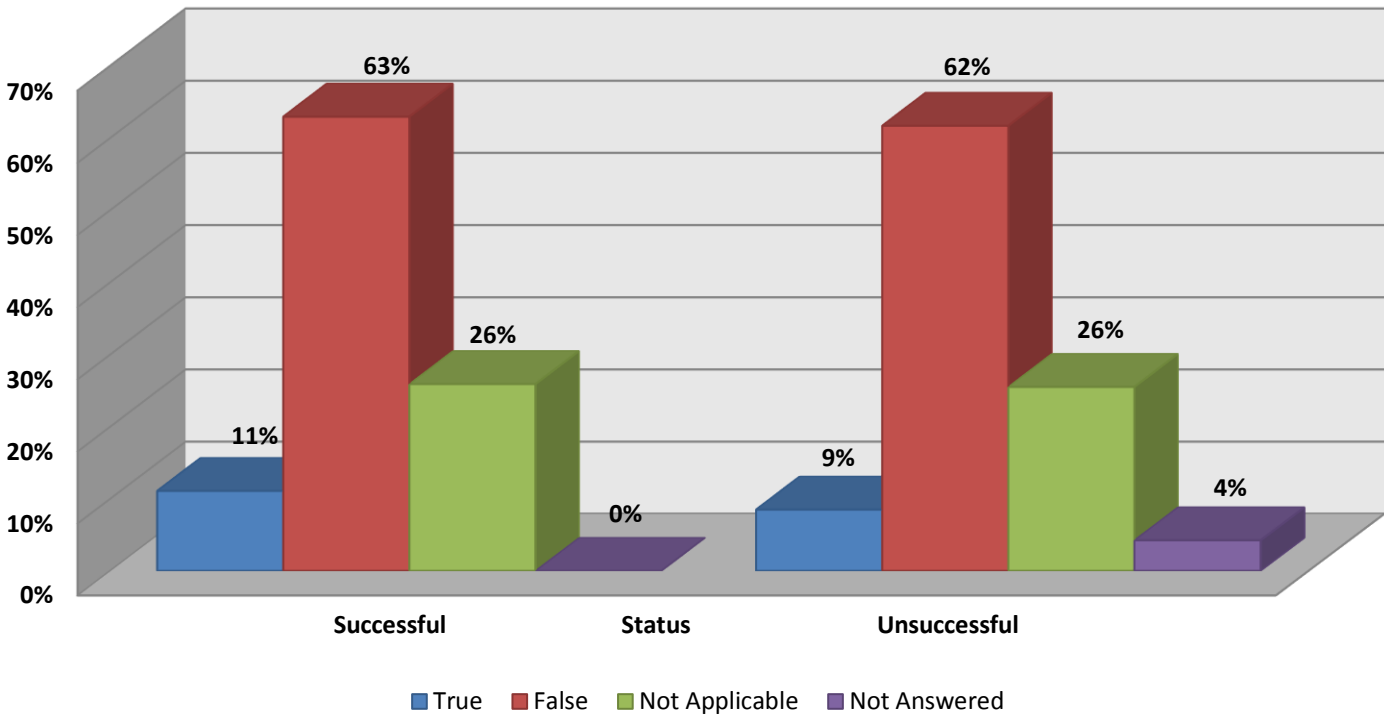
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	3	11%	4	9%	7	9%
False	17	63%	29	62%	46	62%
Not Applicable	7	26%	12	26%	19	26%
Not Answered	0	0%	2	4%	2	3%
Total	27	100%	47	100%	74	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 3 in 10.

5%, 17 of 27 of 324 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers to employment

27%, 29 of 47 of 107 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers to employment

7a. Services I received helped to decrease, accommodate, and/or remove my disability related barriers to employment?



7b. I can independently search for employment?

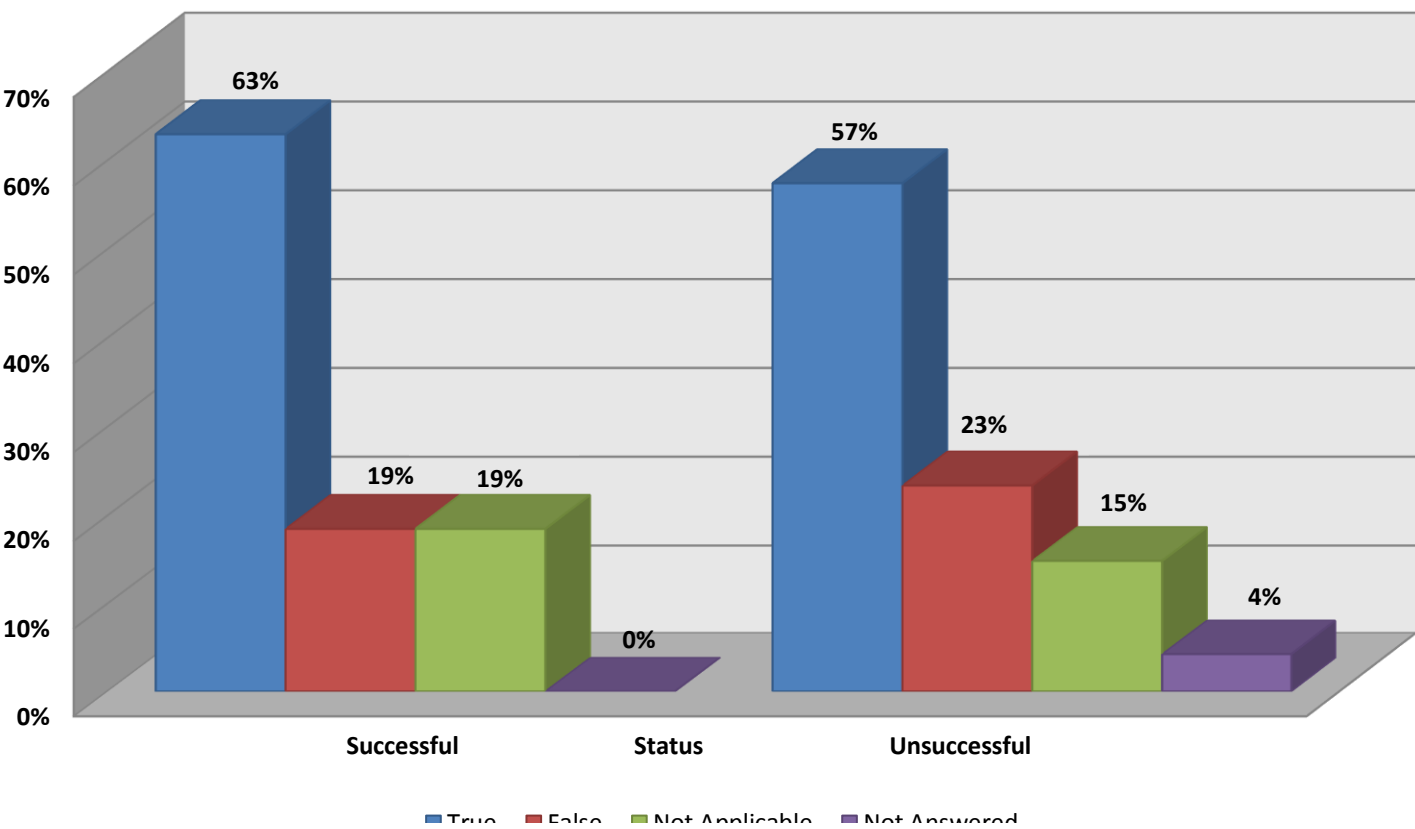
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	17	63%	27	57%	44	59%
False	5	19%	11	23%	16	22%
Not Applicable	5	19%	7	15%	12	16%
Not Answered	0	0%	2	4%	2	3%
Total	27	100%	47	100%	74	100%

Not really an issue for consumers...

2%, 5 of 27 of 324 could NOT independently search for employment

10%, 11 of 47 of 107 could NOT independently search for employment

7b. I can independently search for employment?



2015 Consumer Satisfaction Survey

■ True ■ False ■ Not Applicable ■ Not Answered

2015 Consumer Satisfaction Survey

7c. I can identify and request appropriate accommodations from an employer?

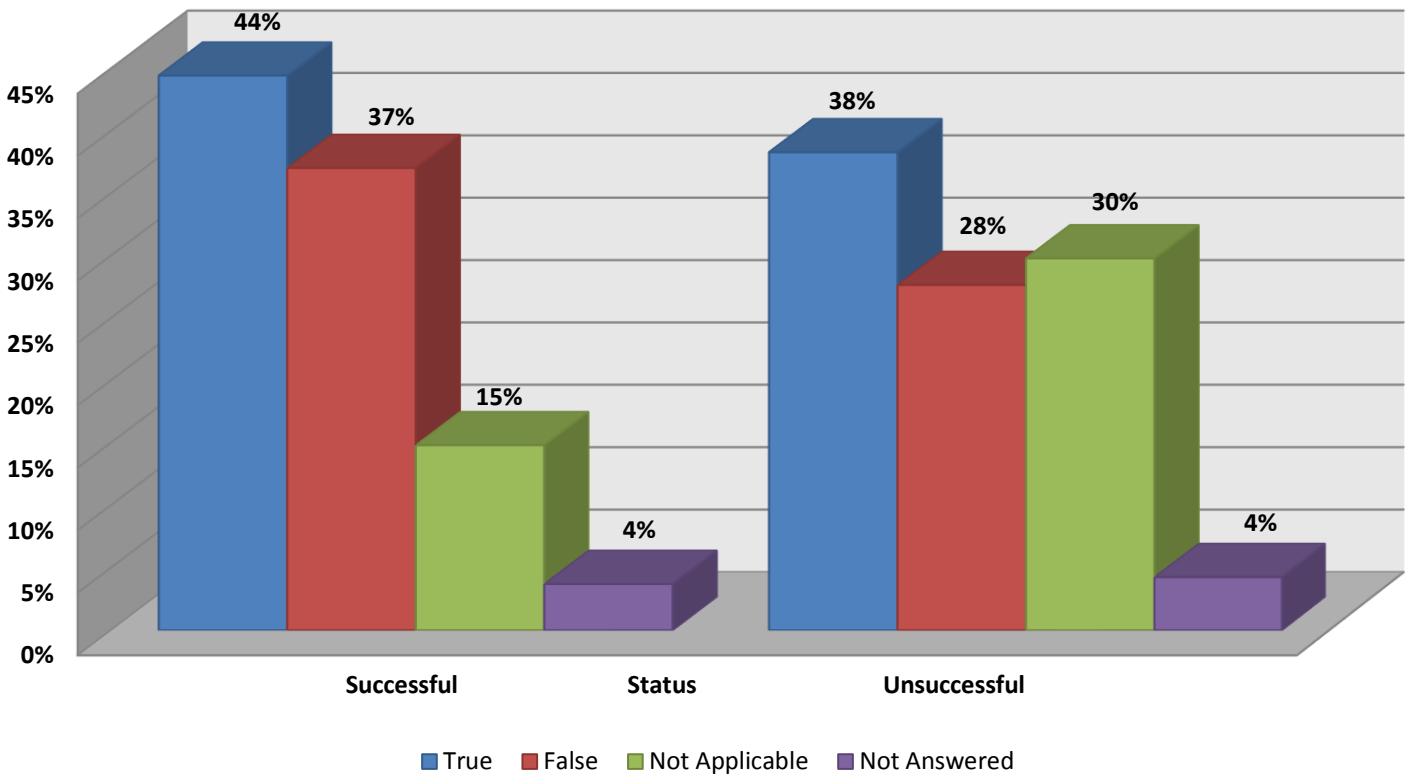
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	12	44%	18	38%	30	41%
False	10	37%	13	28%	23	31%
Not Applicable	4	15%	14	30%	18	24%
Not Answered	1	4%	2	4%	3	4%
Total	27	100%	47	100%	74	100%

Not really an issue for consumers...

3%, 10 of 27 of 324 Unable to identify and request appropriate accommodations from an employer

12%, 13 of 47 of 107 Unable to identify and request appropriate accommodations from an employer

7c. I can identify and request appropriate accommodations from an employer?



7d. I obtained or am more prepared for a job that matches my skills and interests?

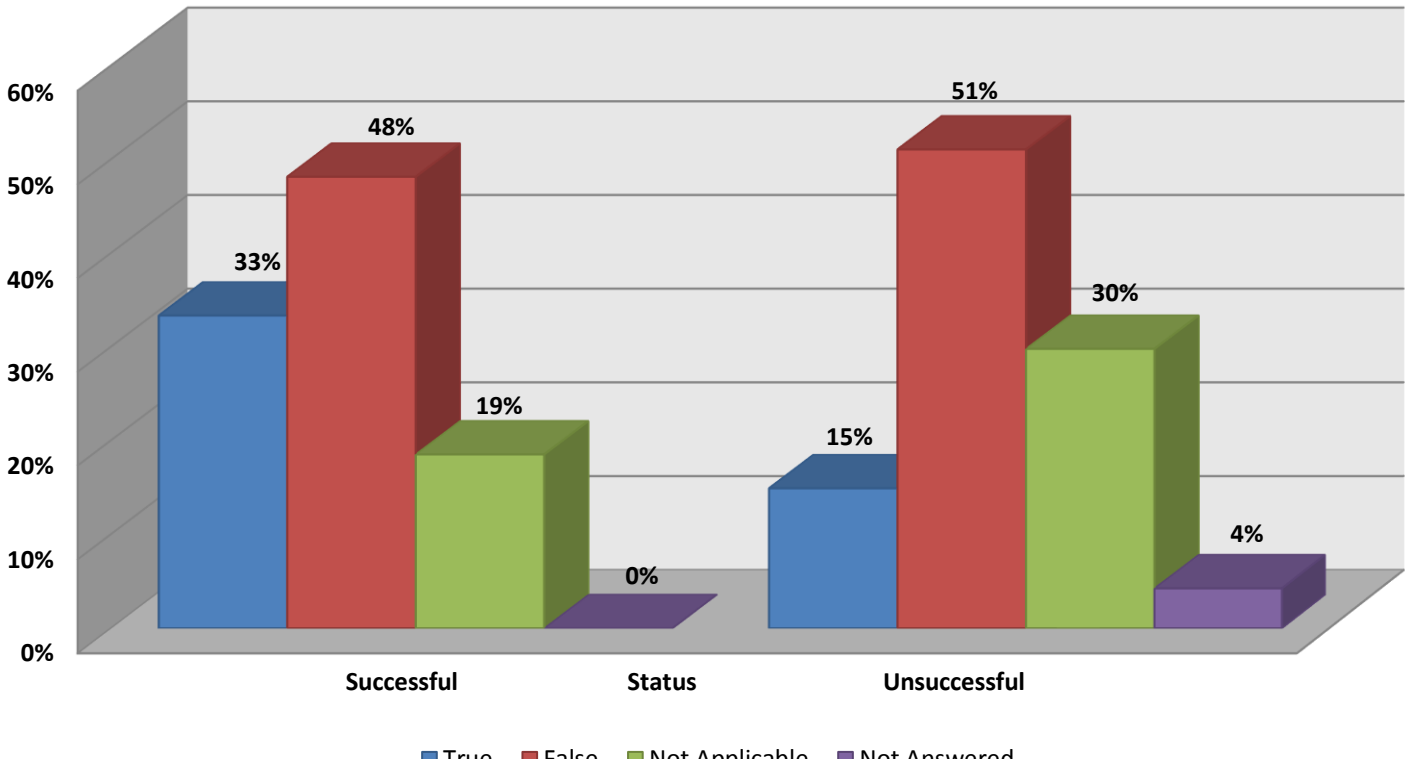
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	9	33%	7	15%	16	22%
False	13	48%	24	51%	37	50%
Not Applicable	5	19%	14	30%	19	26%
Not Answered	0	0%	2	4%	2	3%
Total	27	100%	47	100%	74	100%

Not really an issue for consumers with successful placements. But, those without a placement is more than 1 in 5.

4%, 13 of 27 of 324 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

22%, 24 of 47 of 107 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

7d. I obtained or am more prepared for a job that matches my skills and interests?



2015 Consumer Satisfaction Survey

■ True ■ False ■ Not Applicable ■ Not Answered

2015 Consumer Satisfaction Survey

7e. I obtained the job goal that was identified in my Individualized Plan for Employment?

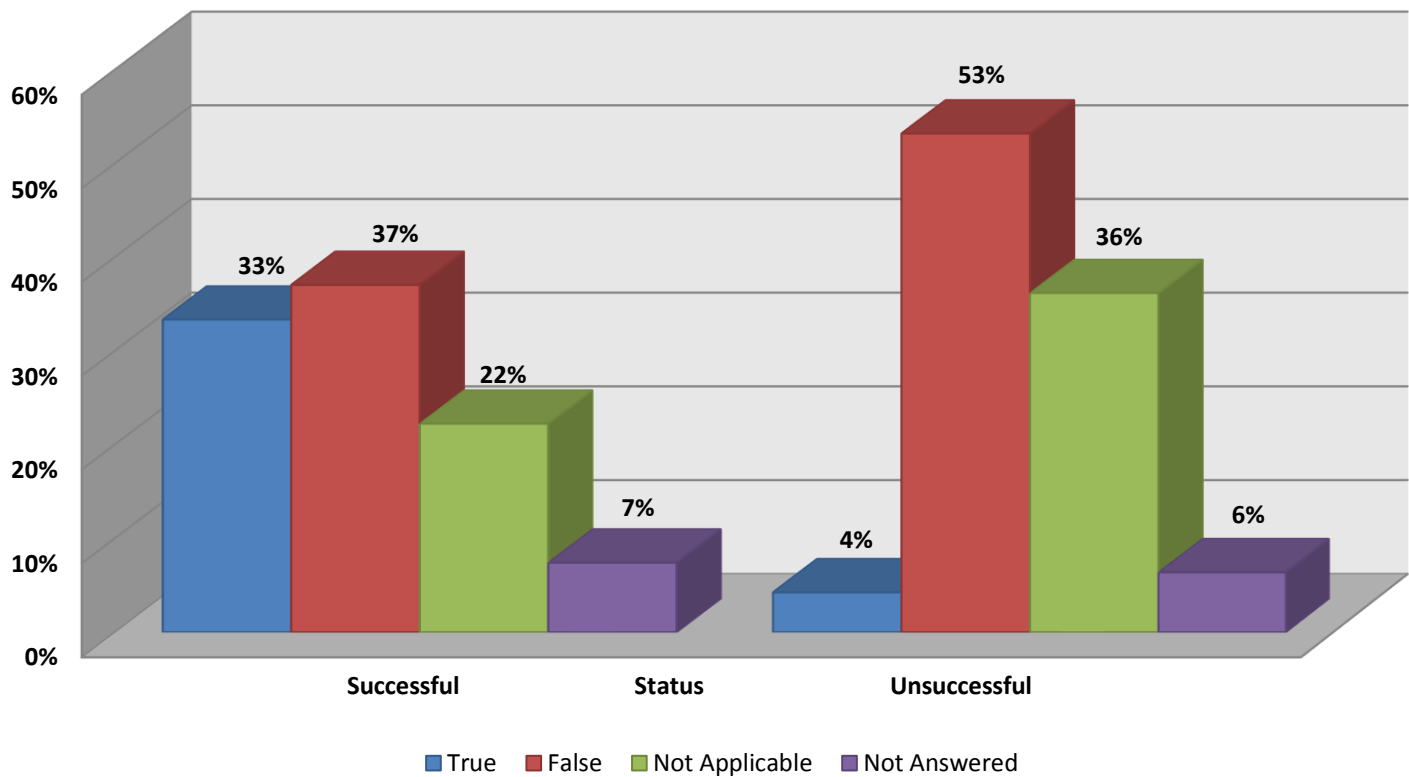
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	9	33%	2	4%	11	15%
False	10	37%	25	53%	35	47%
Not Applicable	6	22%	17	36%	23	31%
Not Answered	2	7%	3	6%	5	7%
Total	27	100%	47	100%	74	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

3%, 10 of 27 of 324 did NOT obtain the job goal that was identified in my IPE

23%, 25 of 47 of 107 did NOT obtain the job goal that was identified in my IPE

7e. I obtained the job goal that was identified in my Individualized Plan for Employment?



8. I needed assistance from other agencies not directly related to employment?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	87	27%	36	34%	123	29%
Mostly True	48	15%	22	21%	70	16%
Mostly Untrue	26	8%	10	9%	36	8%
Untrue	149	46%	30	28%	179	42%
Not Answered	14	4%	9	8%	23	5%
Total	324	100%	107	100%	431	100%

A high percentage in each category needed additional services while involved in vocational rehabilitation. Nearly 40% of those not employed perceived that they did not need other types of assistance. First time the successfully placed clients had higher percentage in 'false'

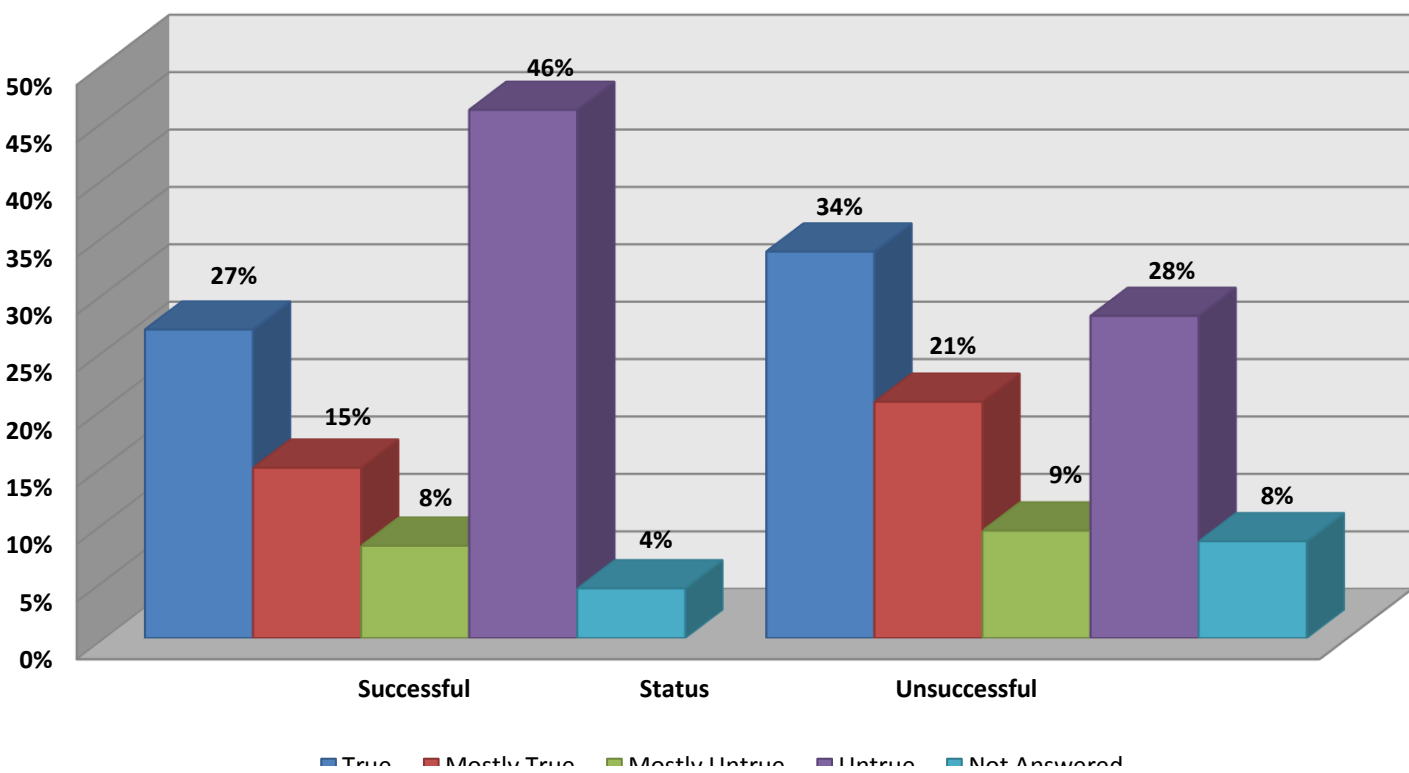
42%, 135 of 324 needed assistance from other agencies not directly related to employment

54%, 175 of 324 did NOT need assistance from other agencies not directly related to employment

54%, 58 of 107 needed assistance from other agencies not directly related to employment

37%, 40 of 107 did NOT need assistance from other agencies not directly related to employment

8. I needed assistance from other agencies not directly related to employment?



2015 Consumer Satisfaction Survey

<div><div></div> True</div>	<div><div></div> Mostly True</div>	<div><div></div> Mostly Untrue</div>	<div><div></div> Untrue</div>	<div><div></div> Not Answered</div>
-----------------------------	------------------------------------	--------------------------------------	-------------------------------	-------------------------------------

2015 Consumer Satisfaction Survey

8a. I was provided information about other programs that would be able to assist me with my non-employment related needs?

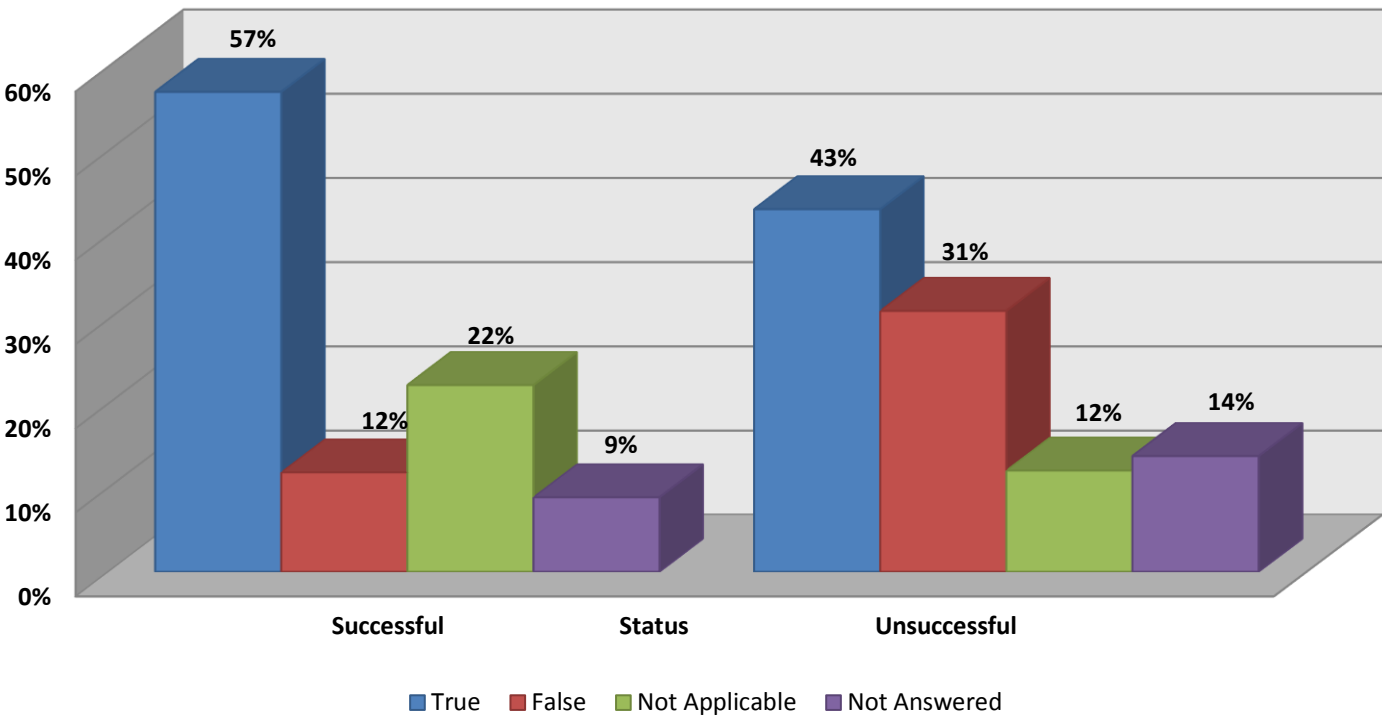
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	77	57%	25	43%	102	53%
False	16	12%	18	31%	34	18%
Not Applicable	30	22%	7	12%	37	19%
Not Answered	12	9%	8	14%	20	10%
Total	135	100%	58	100%	193	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 4.

5%, 16 of 135 of 324 were NOT provided information about other programs that would be able to assist me with non-employment related needs

17%, 18 of 58 of 107 were NOT provided information about other programs that would be able to assist me with non-employment related needs

8a. I was provided information about other programs that would be able to assist me with my non-employment related needs?



8b. I was referred to other programs for assistance with my non-employment related needs?

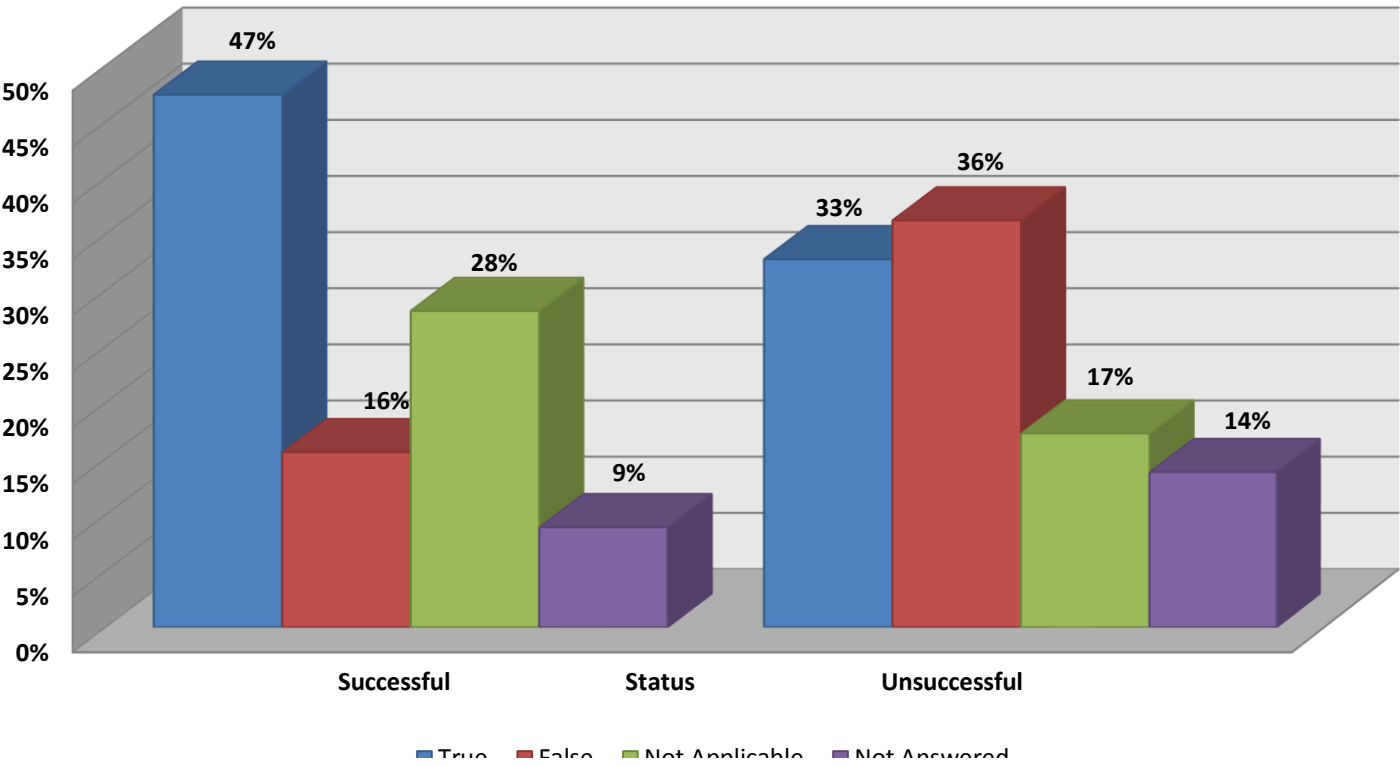
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	64	47%	19	33%	83	43%
False	21	16%	21	36%	42	22%
Not Applicable	38	28%	10	17%	48	25%
Not Answered	12	9%	8	14%	20	10%
Total	135	100%	58	100%	193	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 5.

6%, 21 of 135 of 324 were NOT referred to other programs for assistance with my non-employment related needs

20%, 21 of 58 of 107 were NOT referred to other programs for assistance with my non-employment related needs

8b. I was referred to other programs for assistance with my non-employment related needs?



2015 Consumer Satisfaction Survey

■ True ■ False ■ Not Applicable ■ Not Answered

2015 Consumer Satisfaction Survey

8c. I have received the assistance for which I was referred?

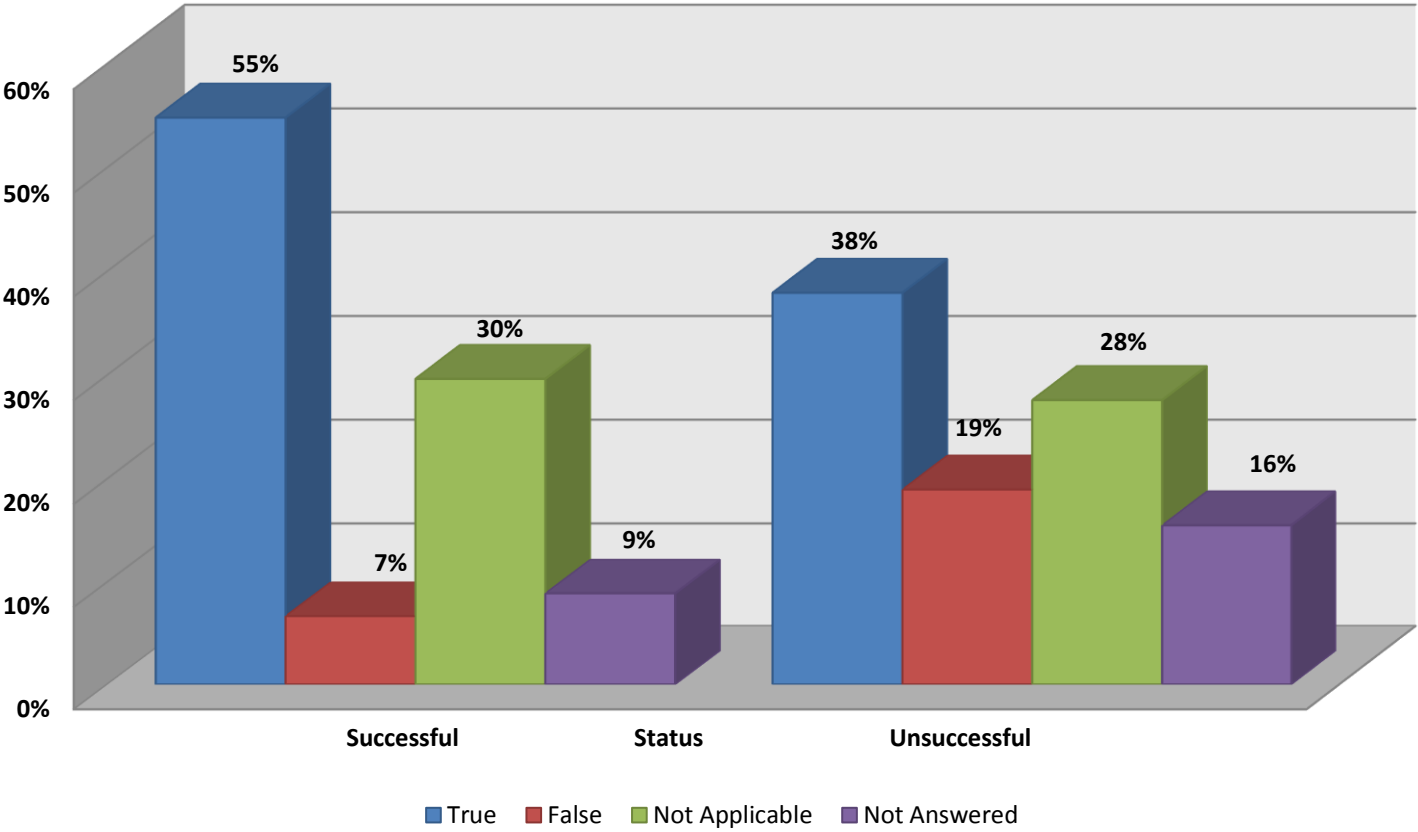
This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	74	55%	22	38%	96	50%
False	9	7%	11	19%	20	10%
Not Applicable	40	30%	16	28%	56	29%
Not Answered	12	9%	9	16%	21	11%
Total	135	100%	58	100%	193	100%

3%, 9 of 135 of 324 did NOT receive the assistance for which I was referred

10%, 11 of 58 of 107 did NOT receive the assistance for which I was referred

8c. I have received the assistance for which I was referred?



8d. I am currently waiting for assistance from the program to which I was referred?

NOT sure which way to look at this question (from the true or from the false side)

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	17	13%	14	24%	31	16%
False	48	36%	14	24%	62	32%
Not Applicable	57	42%	22	38%	79	41%
Not Answered	13	10%	8	14%	21	11%
Total	135	100%	58	100%	193	100%

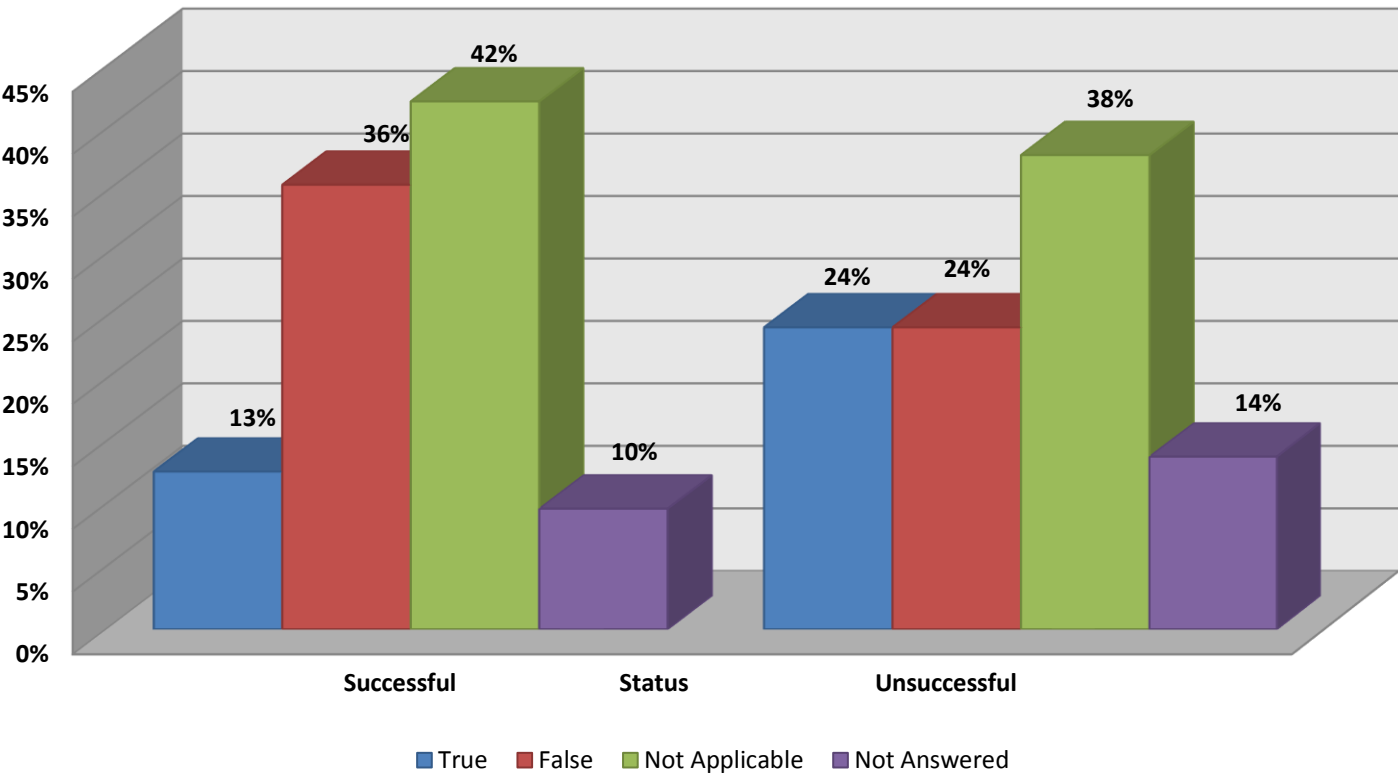
5%, 17 of 135 of 324 currently waiting for assistance from the program to which they were referred

13%, 14 of 58 of 107 currently waiting for assistance from the program to which they were referred

15%, 48 of 135 of 324 NOT currently waiting for assistance from the program to which they were referred

13%, 14 of 58 of 107 NOT currently waiting for assistance from the program to which they were referred

8d. I am currently waiting for assistance from the program to which I was referred?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

8e. I have been denied the assistance for which I was referred?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	13	10%	14	24%	27	14%
False	63	47%	16	28%	79	41%
Not Applicable	46	34%	20	34%	66	34%
Not Answered	13	10%	8	14%	21	11%
Total	135	100%	58	100%	193	100%

NOT sure which way to look at this question (from the true or from the false side)

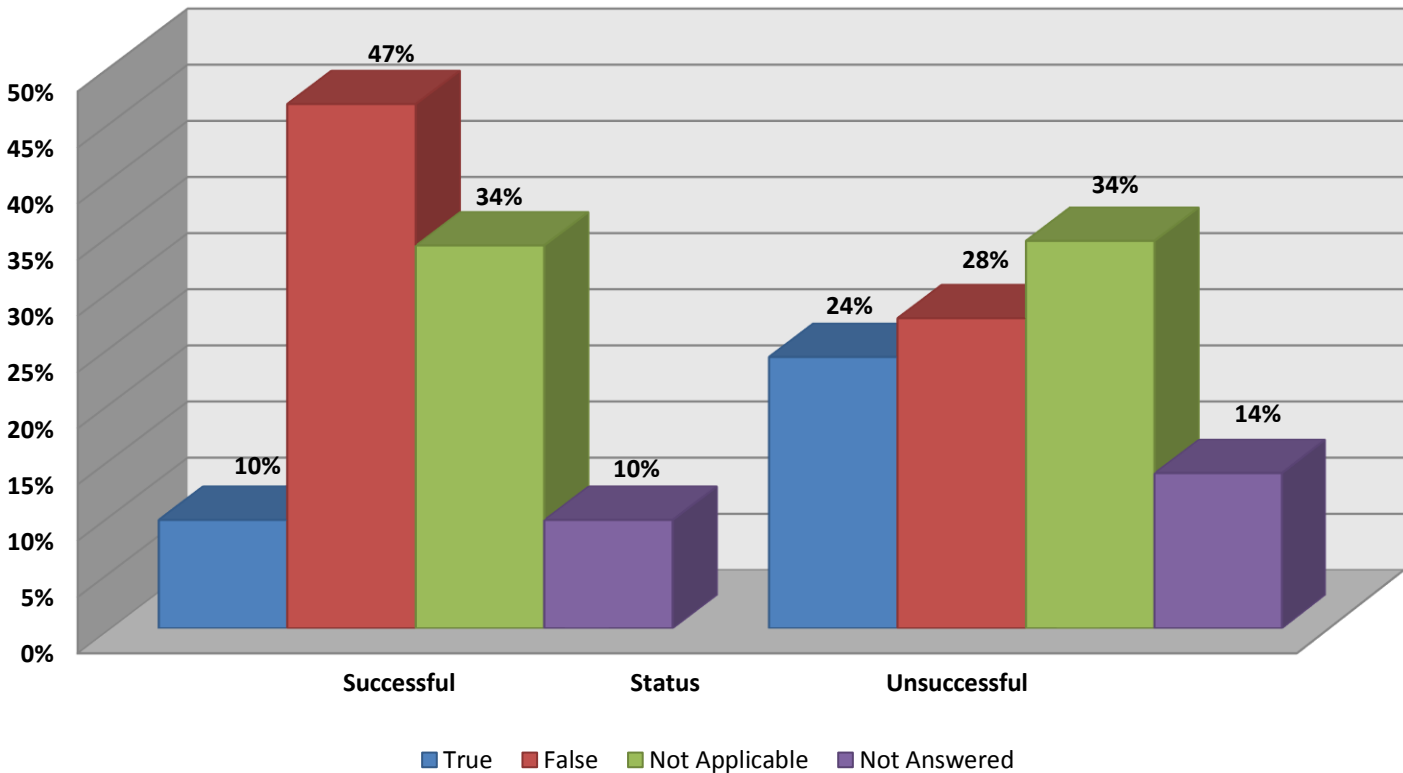
4%, 13 of 135 of 324 denied the assistance for which they were referred

13%, 14 of 58 of 107 denied the assistance for which they were referred

19%, 63 of 135 of 324 NOT denied the assistance for which they were referred

15%, 16 of 58 of 107 NOT denied the assistance for which they were referred (granted the assistance)

8e. I have been denied the assistance for which I was referred?



9. I needed other services before I could become employed?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	40	12%	26	24%	66	15%
Mostly True	30	9%	18	17%	48	11%
Mostly Untrue	41	13%	8	7%	49	11%
Untrue	194	60%	43	40%	237	55%
Not Answered	19	6%	12	11%	31	7%
Total	324	100%	107	100%	431	100%

Many consumers, whether successfully placed or not, needed other services before they could become employed

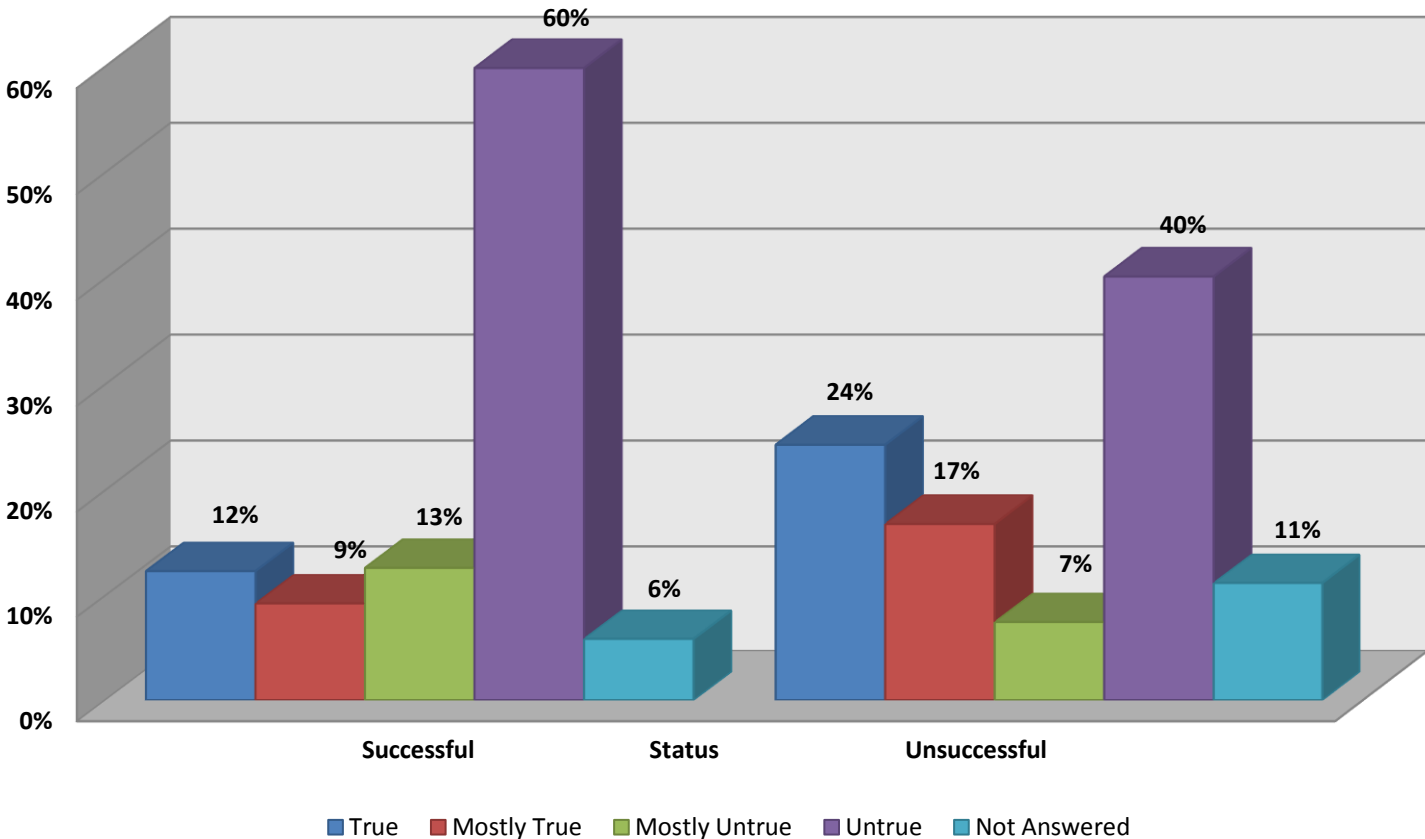
22%, 70 of 324 needed other services before they could become employed

41%, 44 of 107 needed other services before they could become employed

73%, 235 of 324 did NOT need other services before they could become employed

48%, 51 of 107 did NOT need other services before they could become employed

9. I needed other services before I could become employed?



2015 Consumer Satisfaction Survey

10. I had a satisfactory experience throughout the vocational rehabilitation process?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	241	74%	44	41%	285	66%
Mostly True	48	15%	33	31%	81	19%
Mostly Untrue	11	3%	5	5%	16	4%
Untrue	11	3%	18	17%	29	7%
Not Answered	13	4%	7	7%	20	5%
Total	324	100%	107	100%	431	100%

nearly 1 in 5 of those consumers not placed with a job were not satisfied with their VR process.

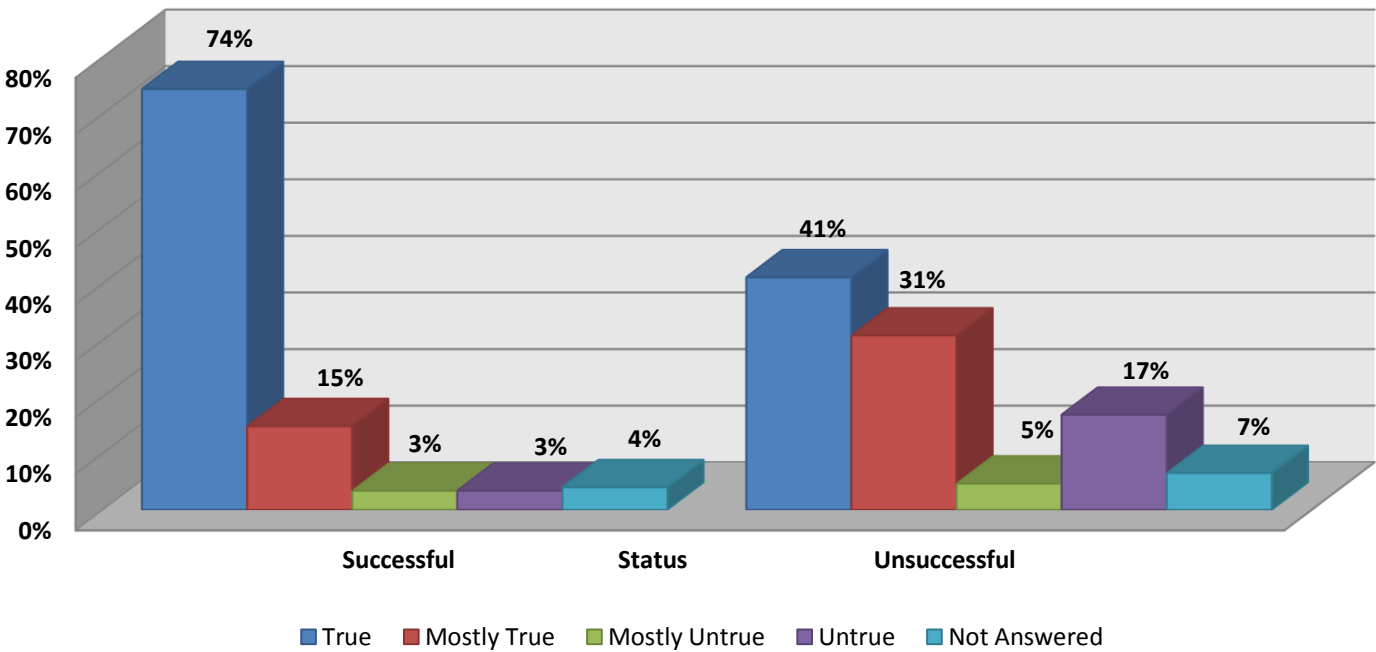
89%, 289 of 324 had satisfactory experiences throughout the vocational rehabilitation process

72%, 77 of 107 had satisfactory experiences throughout the vocational rehabilitation process

7%, 22 of 324 did NOT have satisfactory experiences throughout the vocational rehabilitation process

21%, 23 of 107 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience throughout the vocational rehabilitation process?



11. My introduction to the vocational rehabilitation process was adequate when I applied for services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	248	77%	59	55%	307	71%
Mostly True	48	15%	27	25%	75	17%
Mostly Untrue	7	2%	4	4%	11	3%
Untrue	12	4%	10	9%	22	5%
Not Answered	9	3%	7	7%	16	4%
Total	324	100%	107	100%	431	100%

Not really an issue

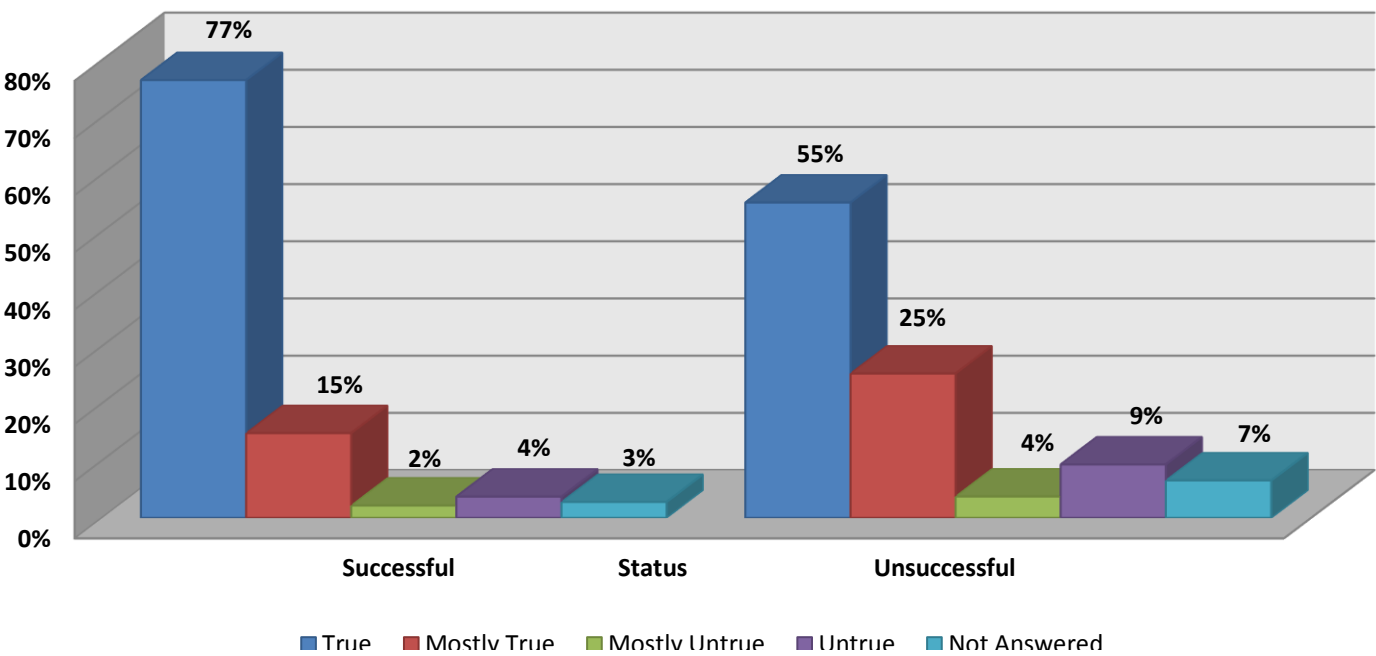
91%, 296 of 324 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

80%, 86 of 107 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

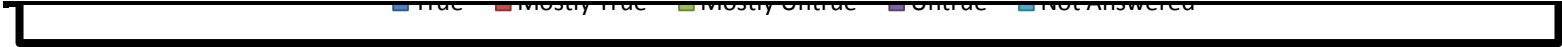
6%, 19 of 324 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

13%, 14 of 107 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

11. My introduction to the vocational rehabilitation process was adequate when I applied for services?



2015 Consumer Satisfaction Survey



2015 Consumer Satisfaction Survey

11a. Staff explained that employment is the purpose of services?

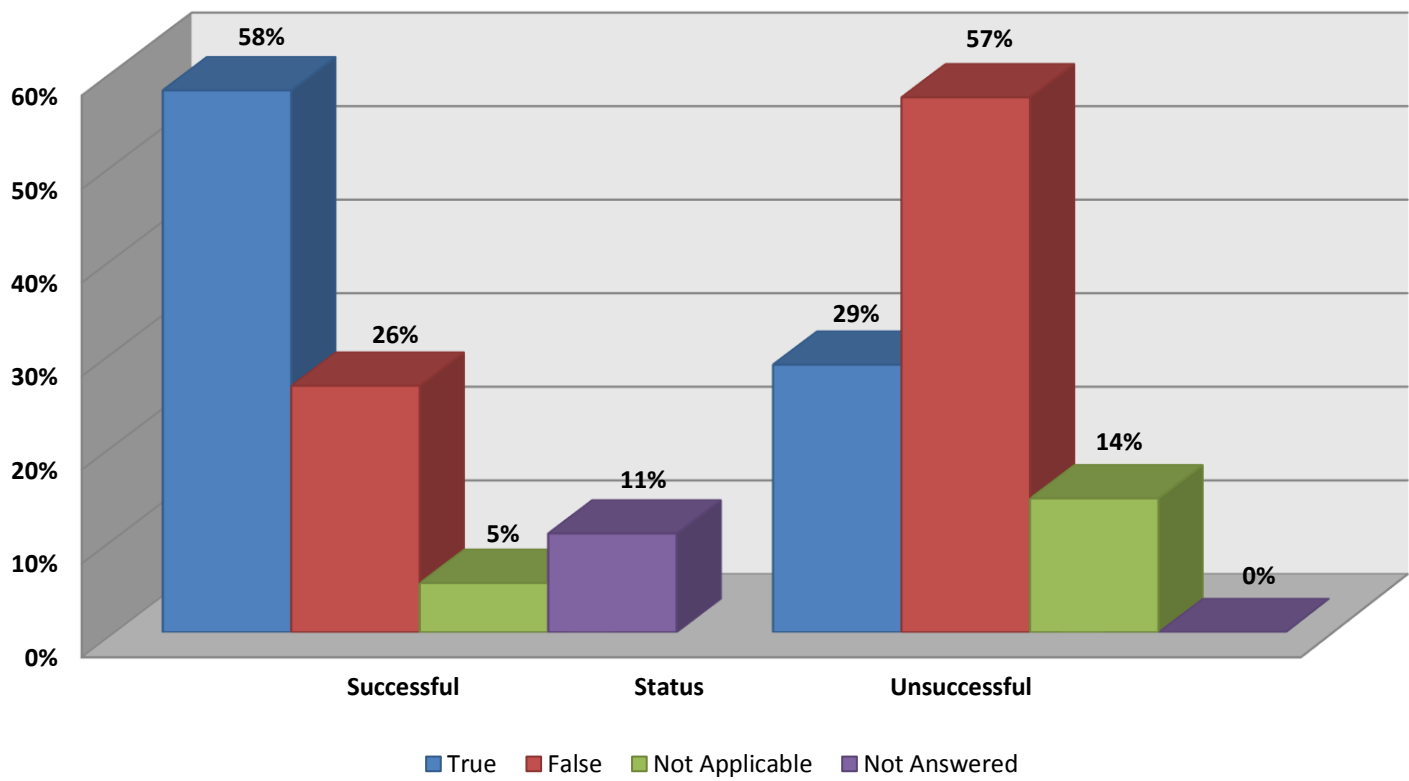
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	11	58%	4	29%	15	45%
False	5	26%	8	57%	13	39%
Not Applicable	1	5%	2	14%	3	9%
Not Answered	2	11%	0	0%	2	6%
Total	19	100%	14	100%	33	100%

Not really an issue

2%, 5 of 19 of 324 staff did NOT explain that employment is the purpose of services

7%, 8 of 14 of 107 staff did NOT explain that employment is the purpose of services

11a. Staff explained that employment is the purpose of services?



11b. Staff explained the process that I would follow?

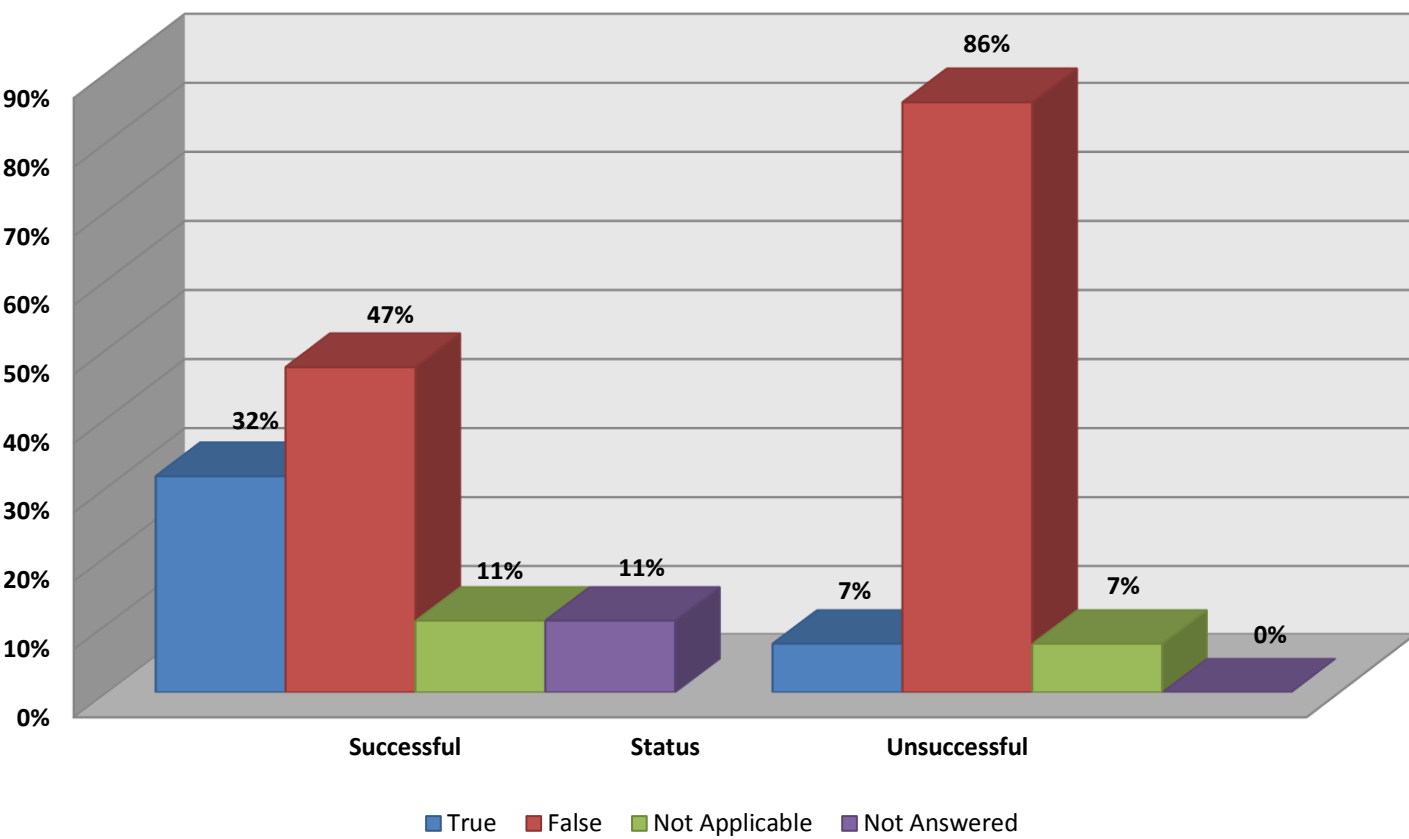
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	6	32%	1	7%	7	21%
False	9	47%	12	86%	21	64%
Not Applicable	2	11%	1	7%	3	9%
Not Answered	2	11%	0	0%	2	6%
Total	19	100%	14	100%	33	100%

Not really an issue

3%, 9 of 19 of 324 staff did NOT explain the process that would follow

11%, 12 of 14 of 107 staff did NOT explain the process that would follow

11b. Staff explained the process that I would follow?



2015 Consumer Satisfaction Survey

11c. Staff explained my rights and responsibilities as a partner in the process?

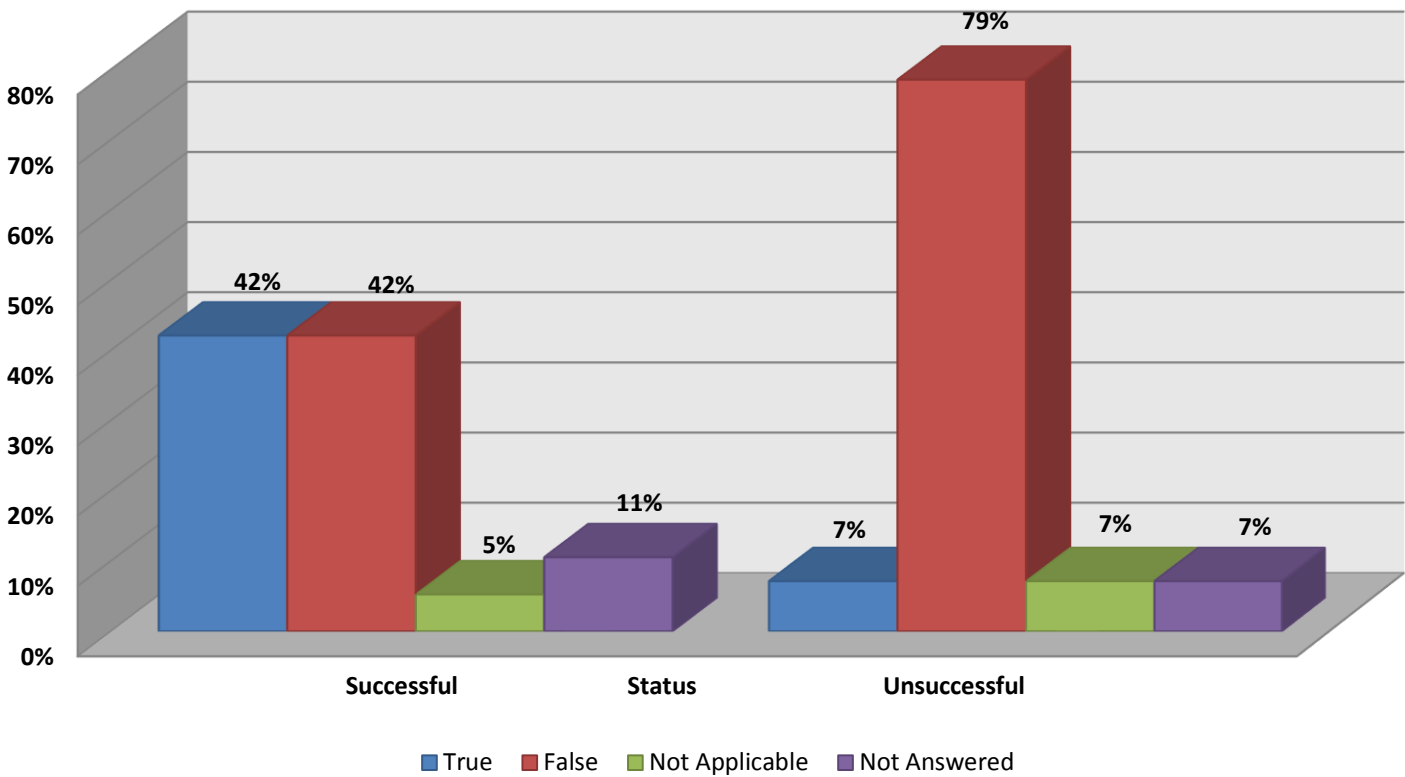
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	8	42%	1	7%	9	27%
False	8	42%	11	79%	19	58%
Not Applicable	1	5%	1	7%	2	6%
Not Answered	2	11%	1	7%	3	9%
Total	19	100%	14	100%	33	100%

Not really an issue

2%, 8 of 19 of 324 staff did NOT explain their rights and responsibilities as a partner in the process

10%, 11 of 14 of 107 staff did NOT explain their rights and responsibilities as a partner in the process

11c. Staff explained my rights and responsibilities as a partner in the process?



11d. Staff explained what services were available to help me become employed?

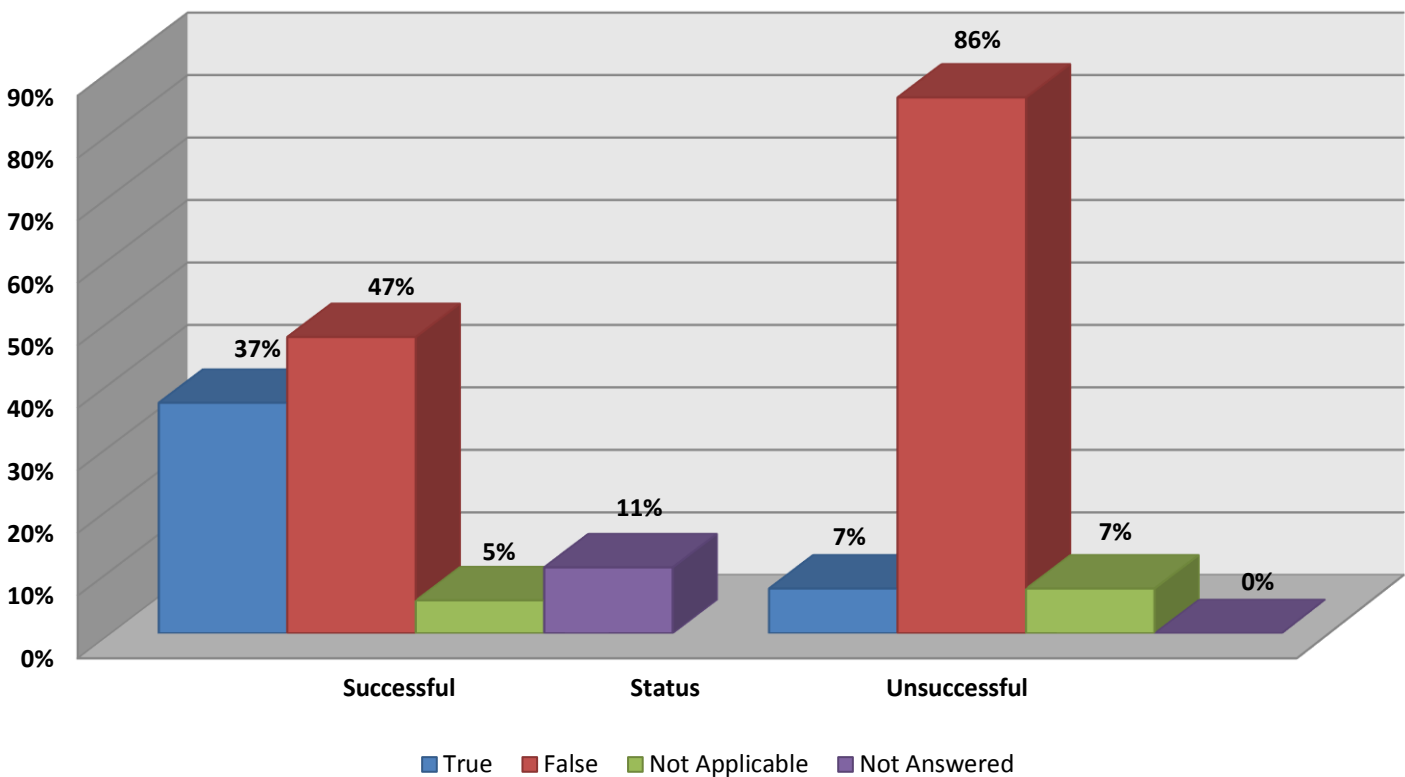
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	7	37%	1	7%	8	24%
False	9	47%	12	86%	21	64%
Not Applicable	1	5%	1	7%	2	6%
Not Answered	2	11%	0	0%	2	6%
Total	19	100%	14	100%	33	100%

Not really an issue

3%, 9 of 19 of 324 staff did NOT explain what services were available to help them become employed

11%, 12 of 14 of 107 staff did NOT explain what services were available to help them become employed

11d. Staff explained what services were available to help me become employed?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

12. My eligibility determination process went smoothly?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	253	78%	58	54%	311	72%
Mostly True	48	15%	25	23%	73	17%
Mostly Untrue	4	1%	8	7%	12	3%
Untrue	7	2%	9	8%	16	4%
Not Answered	12	4%	7	7%	19	4%
Total	324	100%	107	100%	431	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

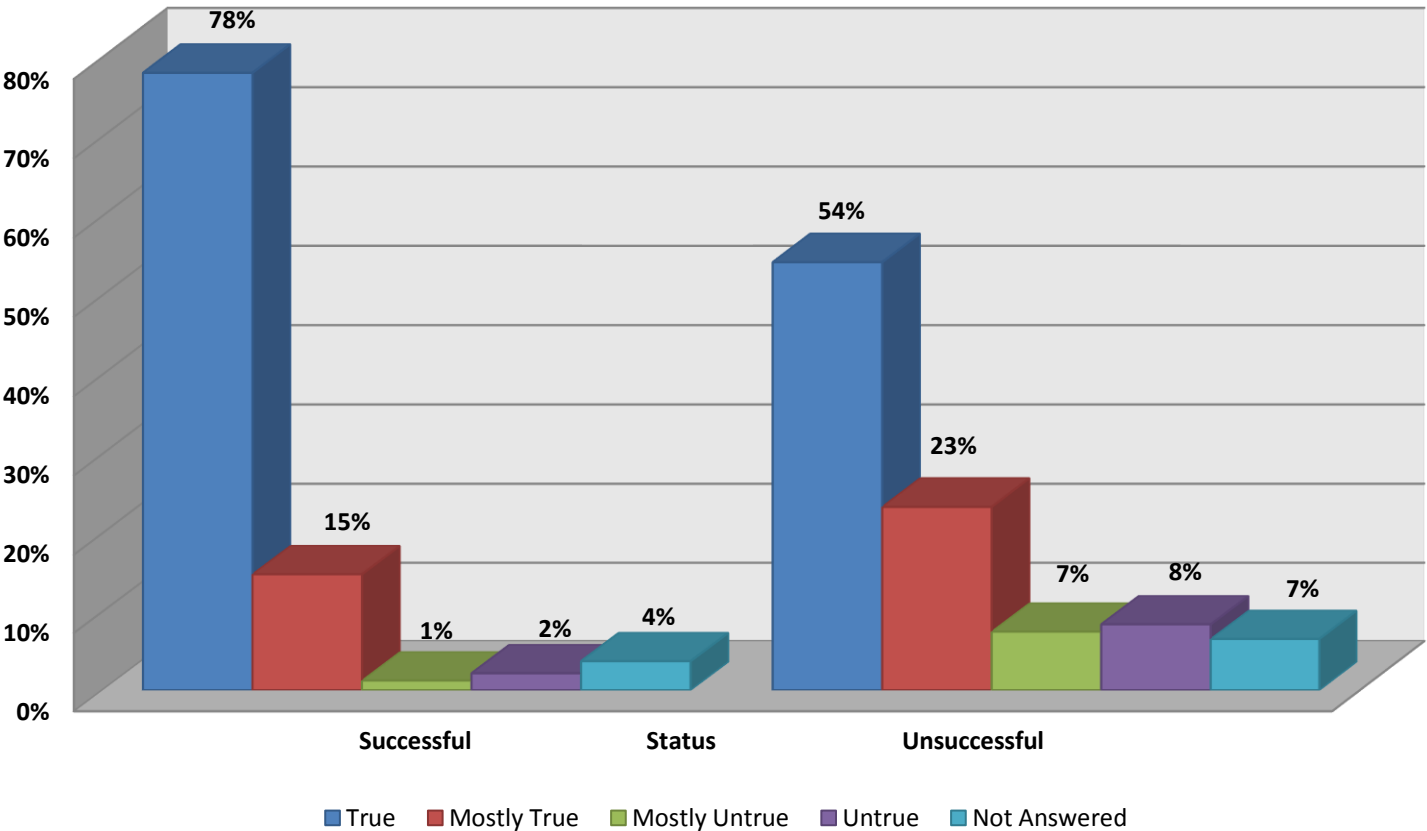
93%, 301 of 324 had their eligibility determination process go smoothly

78%, 83 of 107 had their eligibility determination process go smoothly

3%, 11 of 324 did NOT have their eligibility determination process go smoothly

16%, 17 of 107 did NOT have their eligibility determination process go smoothly

12. My eligibility determination process went smoothly?



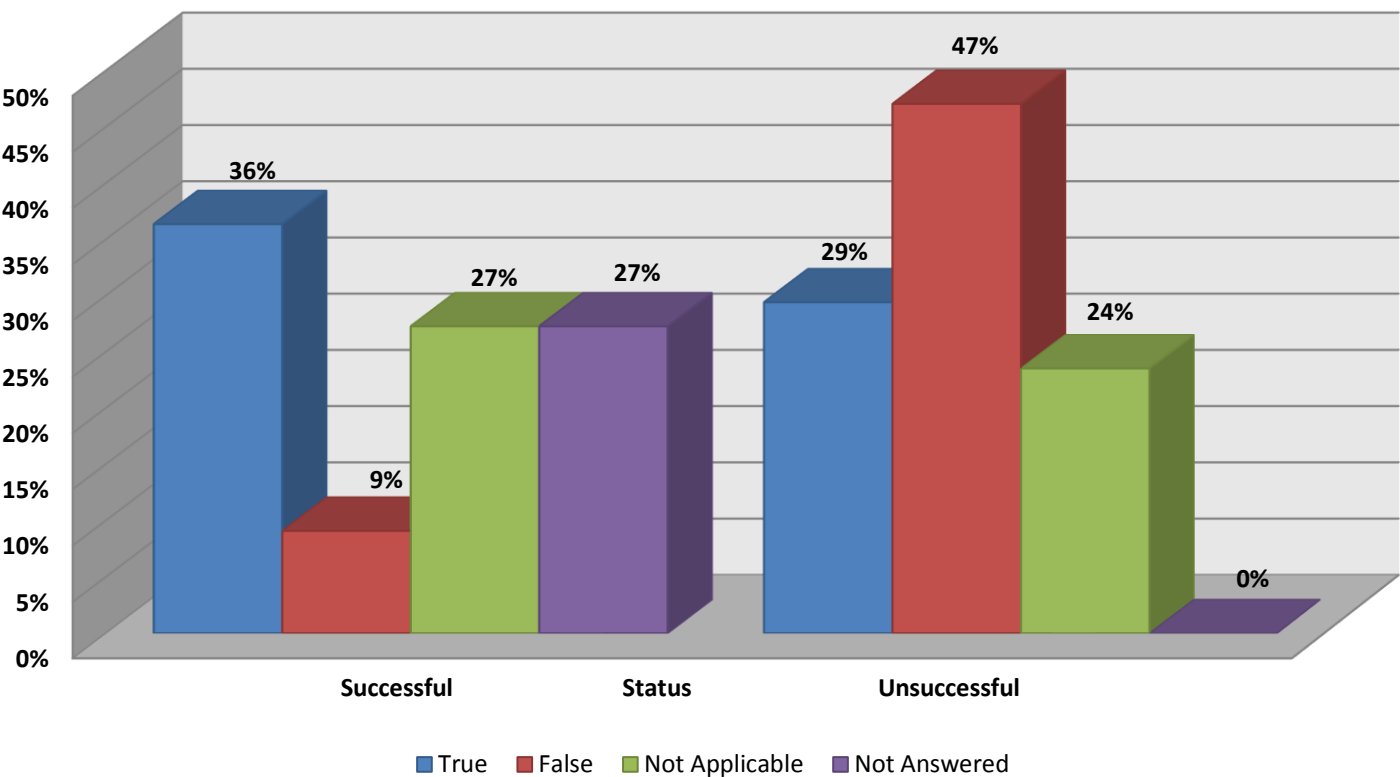
12a. Staff explained why I needed to be found eligible before receiving services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	4	36%	5	29%	9	32%
False	1	9%	8	47%	9	32%
Not Applicable	3	27%	4	24%	7	25%
Not Answered	3	27%	0	0%	3	11%
Total	11	100%	17	100%	28	100%

Not really an issue

7%, 8 of 17 of 107 did NOT have their eligibility determination process go smoothly

12a. Staff explained why I needed to be found eligible before receiving services?



2015 Consumer Satisfaction Survey

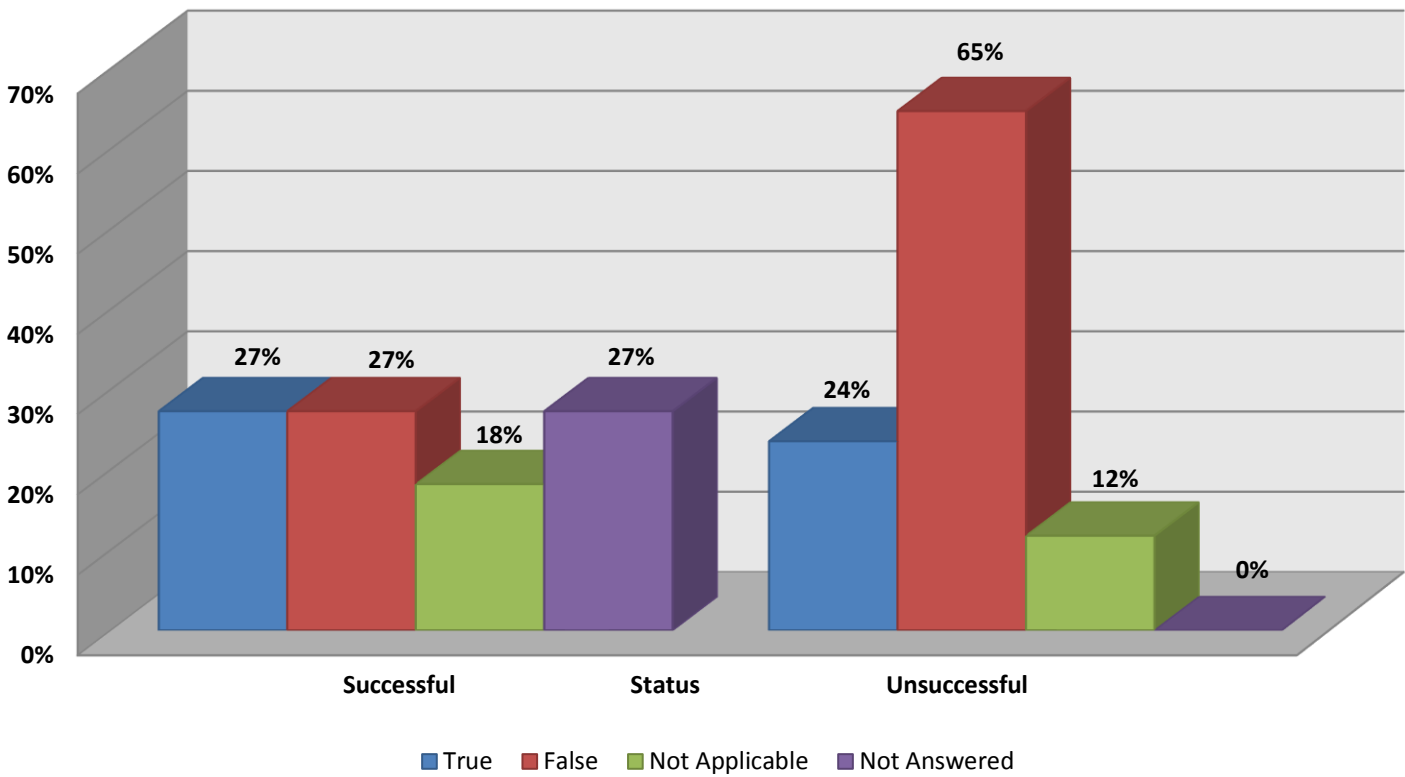
12b. Staff explained the steps they would use to determine whether I was eligible for services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	3	27%	4	24%	7	25%
False	3	27%	11	65%	14	50%
Not Applicable	2	18%	2	12%	4	14%
Not Answered	3	27%	0	0%	3	11%
Total	11	100%	17	100%	28	100%

Not really an issue

10%, 11 of 17 of 107 staff did NOT explain steps used to determine eligibility for services

12b. Staff explained the steps they would use to determine whether I was eligible for services?



12c. Staff informed me of my need to be involved in the eligibility determination process?

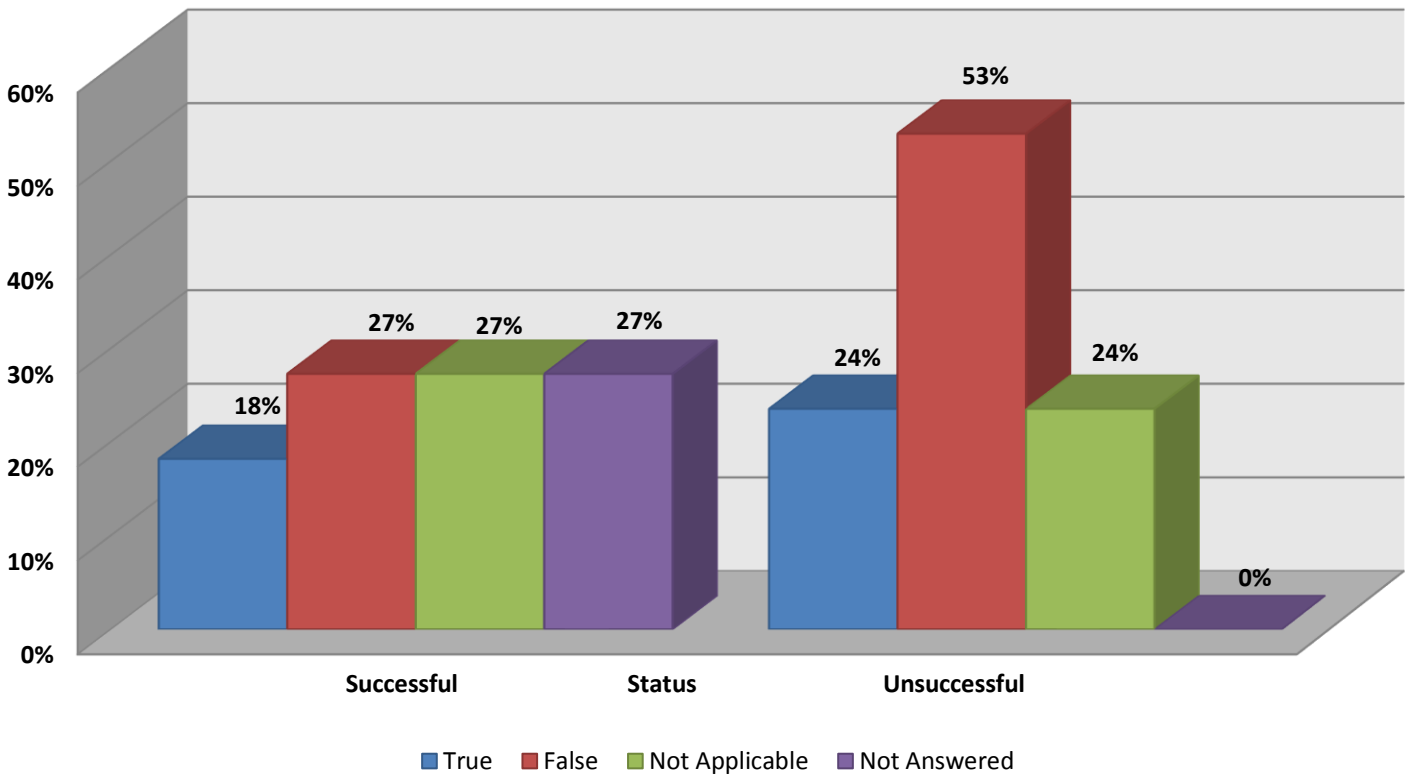
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	2	18%	4	24%	6	21%
False	3	27%	9	53%	12	43%
Not Applicable	3	27%	4	24%	7	25%
Not Answered	3	27%	0	0%	3	11%
Total	11	100%	17	100%	28	100%

Not really an issue

1%,3 of 11 of 324 staff did NOT inform them of their need to be involved in the eligibility determination process

8%, 9 of 17 of 107 staff did NOT inform them of their need to be involved in the eligibility determination process

12c. Staff informed me of my need to be involved in the eligibility determination process?



2015 Consumer Satisfaction Survey

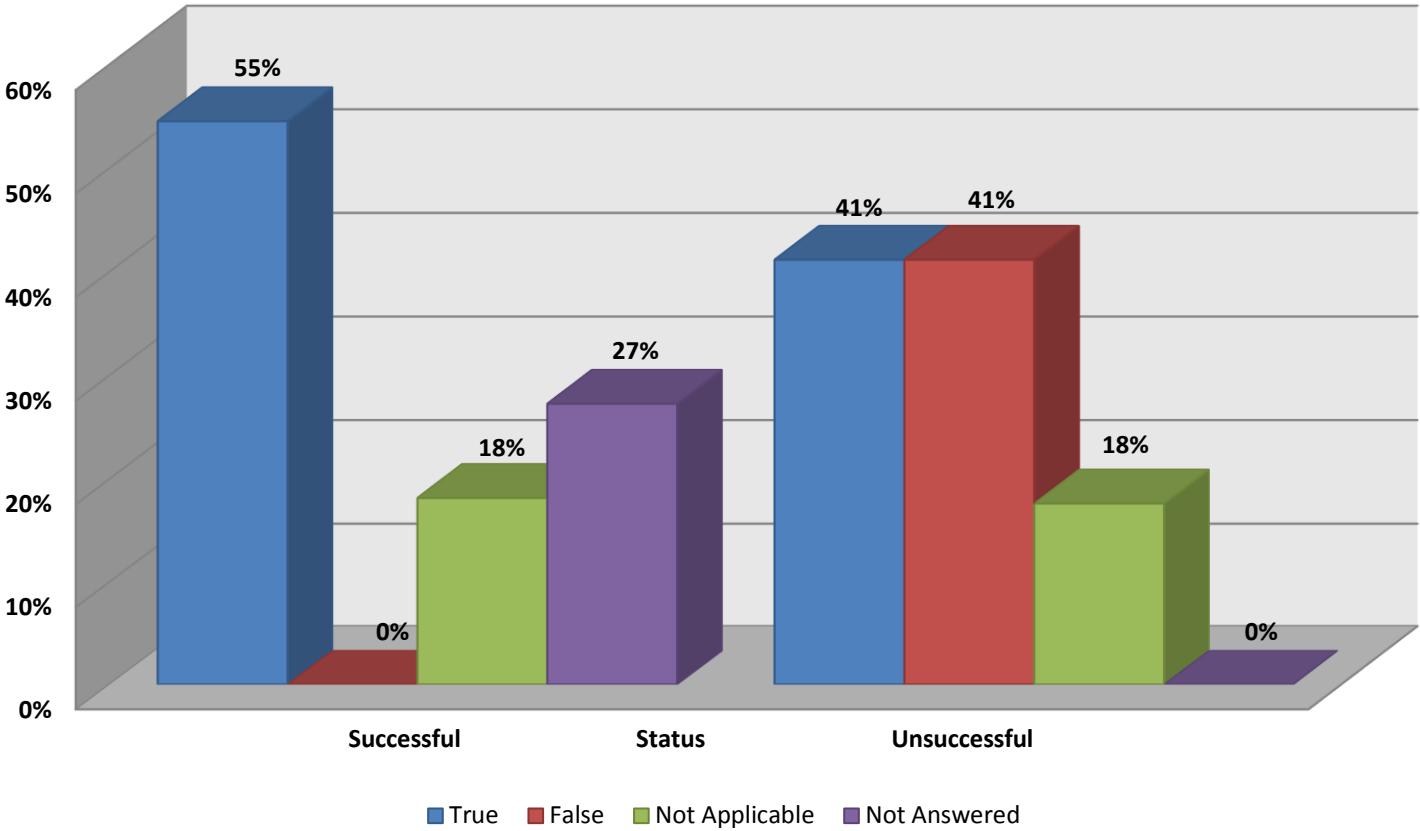
12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	6	55%	7	41%	0	0%
False	0	0%	7	41%	2	100%
Not Applicable	2	18%	3	18%	0	0%
Not Answered	3	27%	0	0%	0	0%
Total	11	100%	17	100%	2	100%

Not really an issue

7%, 7 of 17 of 107 staff did NOT notify them of when they were eligible to begin services

12d. Staff notified me when I was eligible to begin services?



13. My Individualized Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	231	71%	40	37%	271	63%
Mostly True	53	16%	25	23%	78	18%
Mostly Untrue	10	3%	11	10%	21	5%
Untrue	12	4%	21	20%	33	8%
Not Answered	18	6%	10	9%	28	6%
Total	324	100%	107	100%	431	100%

Noticeable difference in those placed vs not placed 30% to 7%

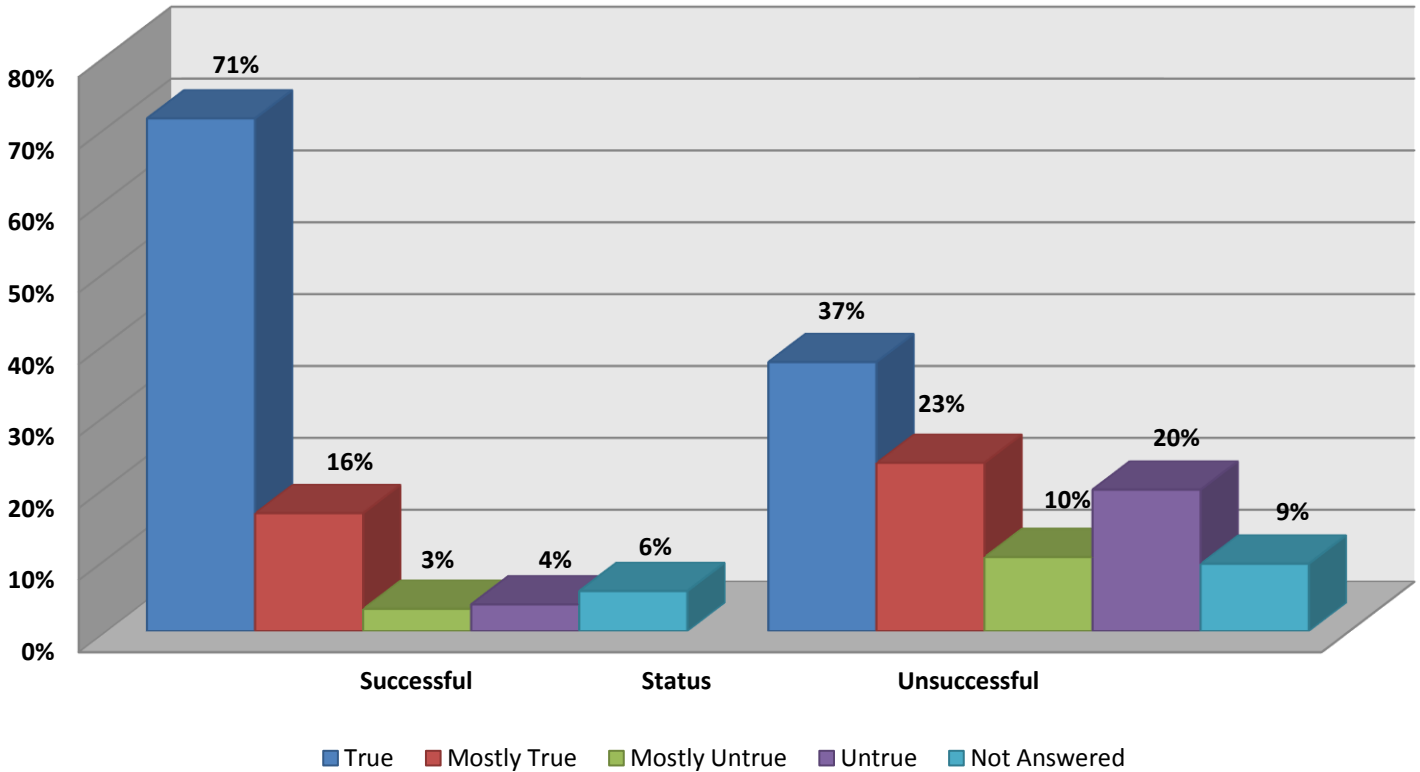
88%, 284 of 324 had their IPE carried out to their satisfaction

61%, 65 of 107 had their IPE carried out to their satisfaction

7%, 22 of 324 did NOT have their IPE carried out to their satisfaction

30%, 32 of 107 did NOT have their IPE carried out to their satisfaction

13. My Individualized Plan for Employment was carried out to my satisfaction?



2015 Consumer Satisfaction Survey

13a. All services on my plan were needed for me to achieve my employment goal?

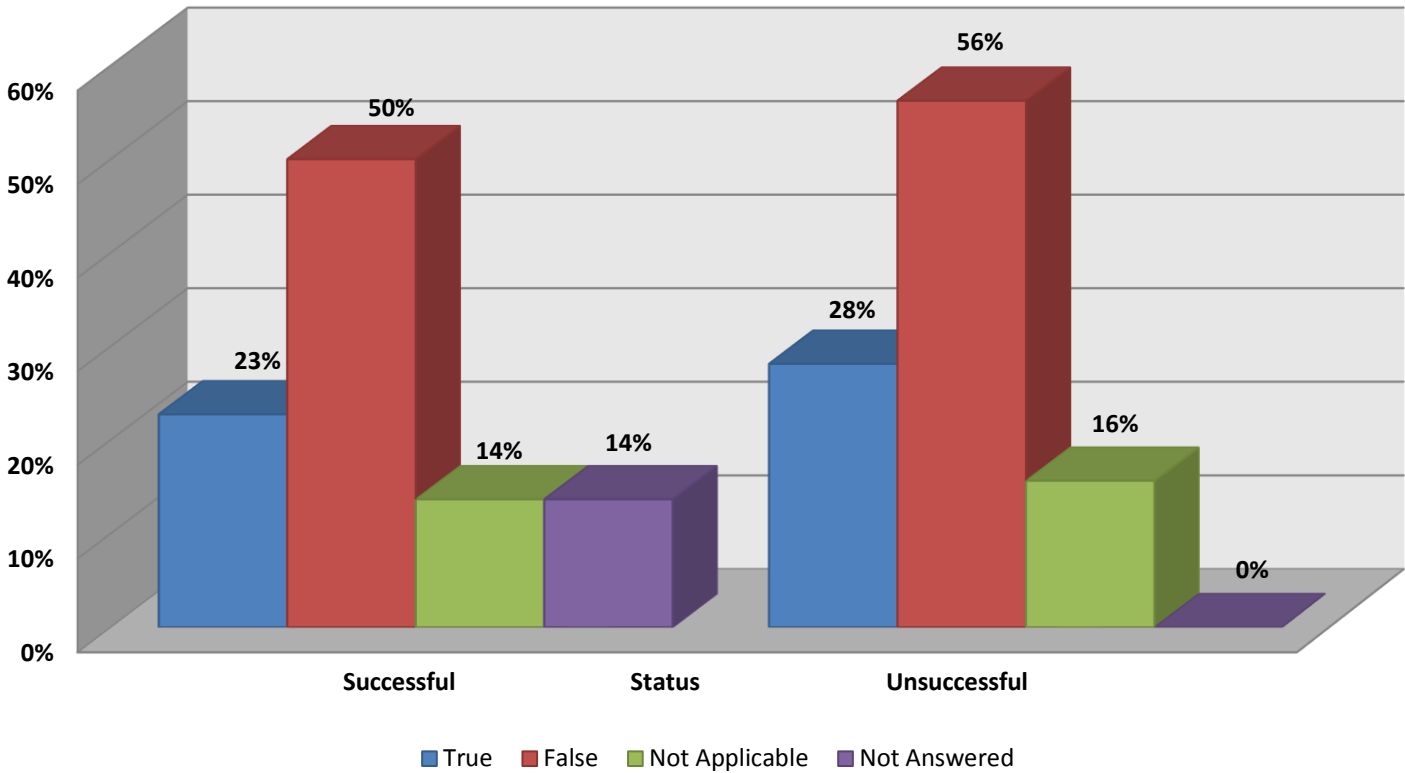
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	5	23%	9	28%	14	26%
False	11	50%	18	56%	29	54%
Not Applicable	3	14%	5	16%	8	15%
Not Answered	3	14%	0	0%	3	6%
Total	22	100%	32	100%	54	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 11 of 22 of 324 NOT all services on their plan were needed for them to achieve their employment goal

17%, 18 of 32 of 107 NOT all services on their plan were needed for them to achieve their employment goal

13a. All services on my plan were needed for me to achieve my employment goal?



13b. Everyone involved in my plan worked well together to address issues?

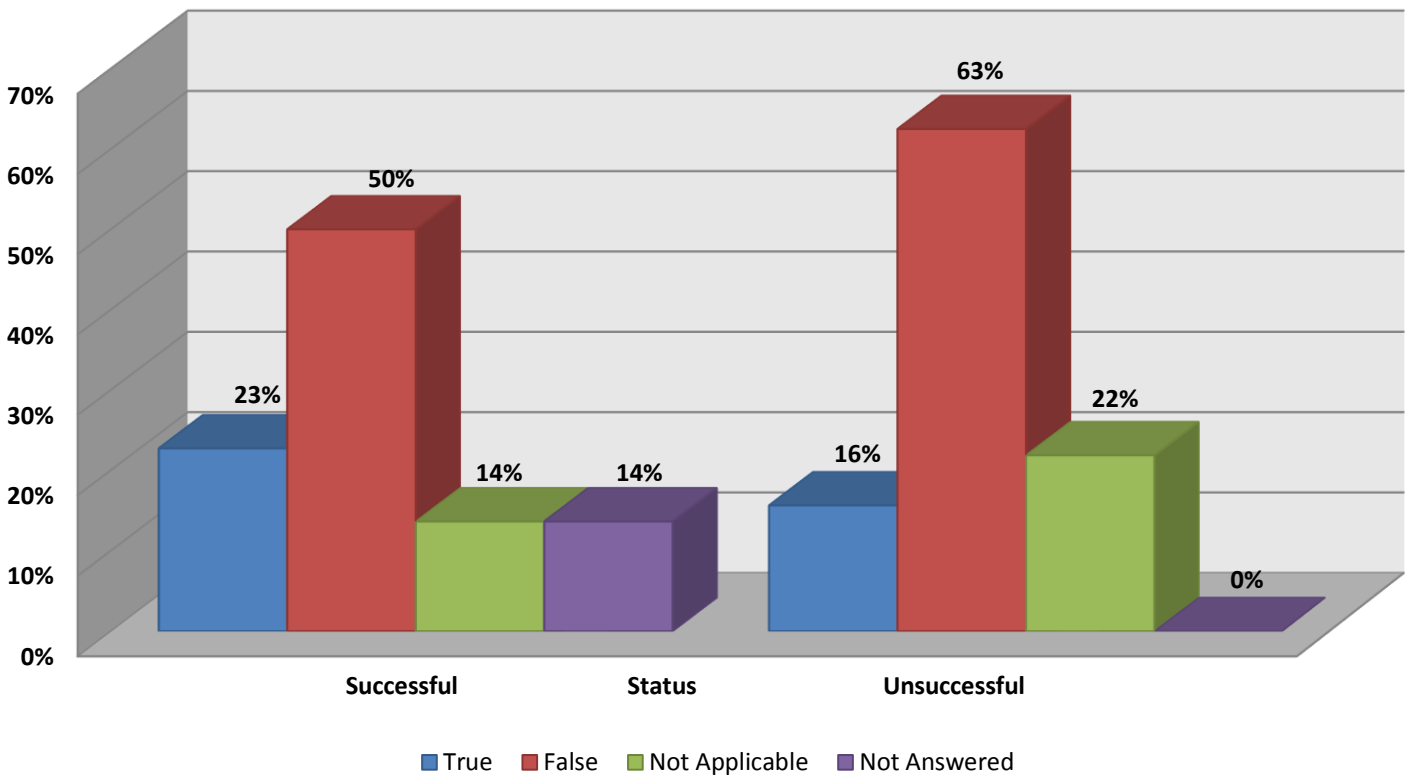
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	5	23%	5	16%	10	19%
False	11	50%	20	63%	31	57%
Not Applicable	3	14%	7	22%	10	19%
Not Answered	3	14%	0	0%	3	6%
Total	22	100%	32	100%	54	100%

Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 5.

3%, 11 of 22 of 324 NOT everyone involved in their plan worked well together to address issue

19%, 20 of 32 of 107 NOT everyone involved in their plan worked well together to address issue

13b. Everyone involved in my plan worked well together to address issues?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

13c. Changes to my plan were considered and made when appropriate?

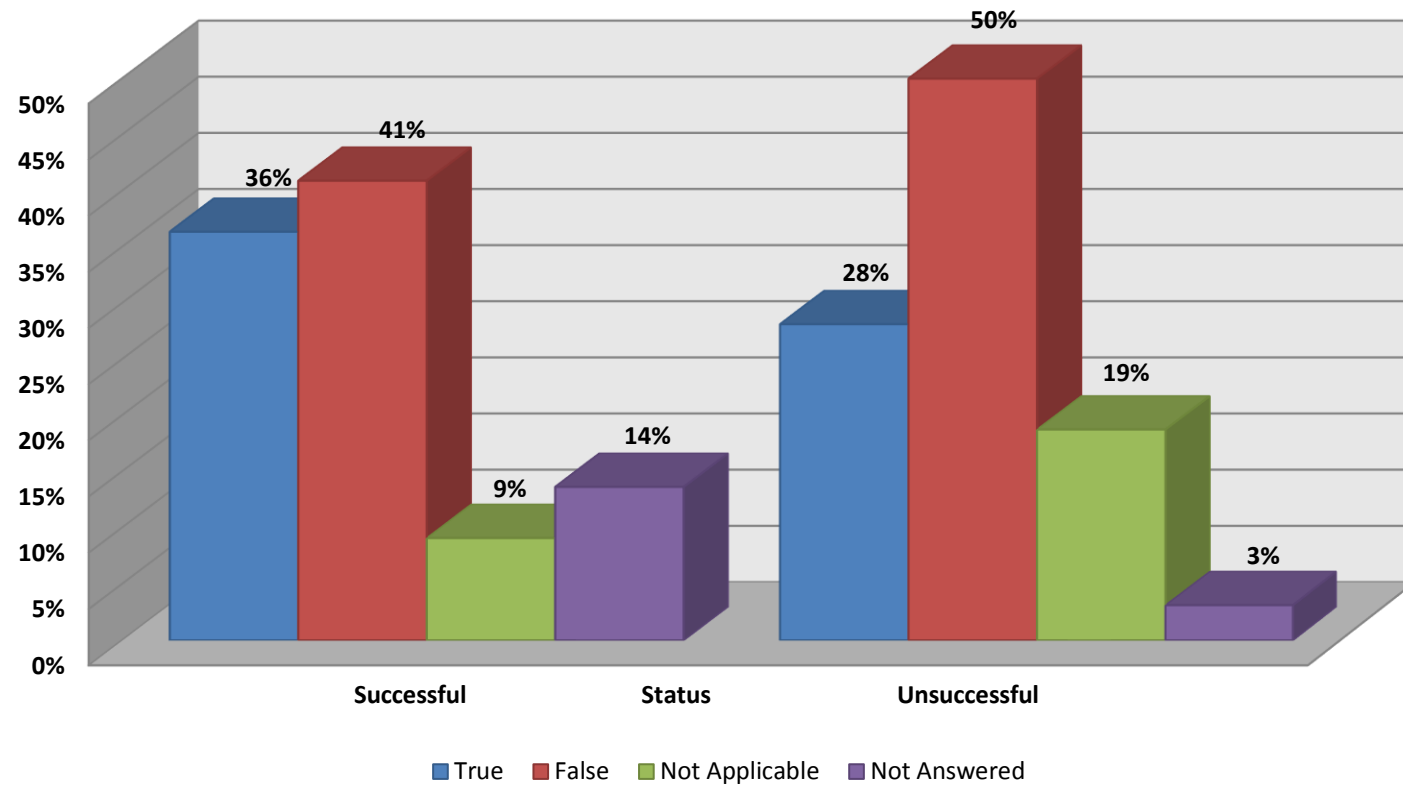
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	8	36%	9	28%	17	31%
False	9	41%	16	50%	25	46%
Not Applicable	2	9%	6	19%	8	15%
Not Answered	3	14%	1	3%	4	7%
Total	22	100%	32	100%	54	100%

Not really an issue

3%, 9 of 22 of 324 changes to their plans were NOT considered or made when appropriate

15%, 16 of 32 of 107 changes to their plans were NOT considered or made when appropriate

13c. Changes to my plan were considered and made when appropriate?



13d. Vendors and community partners provided services consistent with my plan?

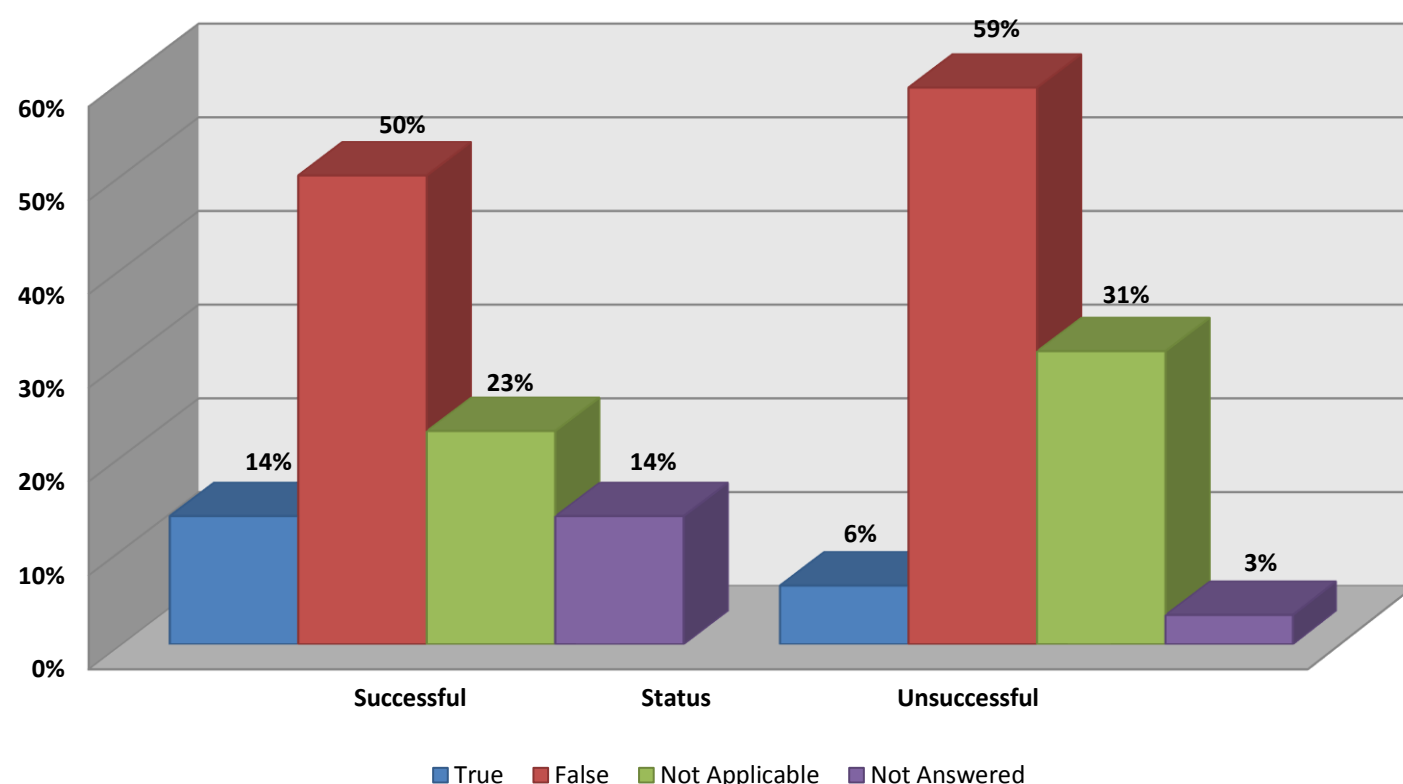
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	3	14%	2	6%	5	9%
False	11	50%	19	59%	30	56%
Not Applicable	5	23%	10	31%	15	28%
Not Answered	3	14%	1	3%	4	7%
Total	22	100%	32	100%	54	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 11 of 22 of 324 vendors and community partners did NOT provide services consistent with their plan

18%, 19 of 32 of 107 vendors and community partners did NOT provide services consistent with their plan

13d. Vendors and community partners provided services consistent with my plan?



2015 Consumer Satisfaction Survey

2015 Consumer Satisfaction Survey

14. My disabling condition was adequately accommodated?

	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	236	73%	45	42%	281	65%
Mostly True	58	18%	25	23%	83	19%
Mostly Untrue	7	2%	11	10%	18	4%
Untrue	8	2%	16	15%	24	6%
Not Answered	15	5%	10	9%	25	6%
Total	324	100%	107	100%	431	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

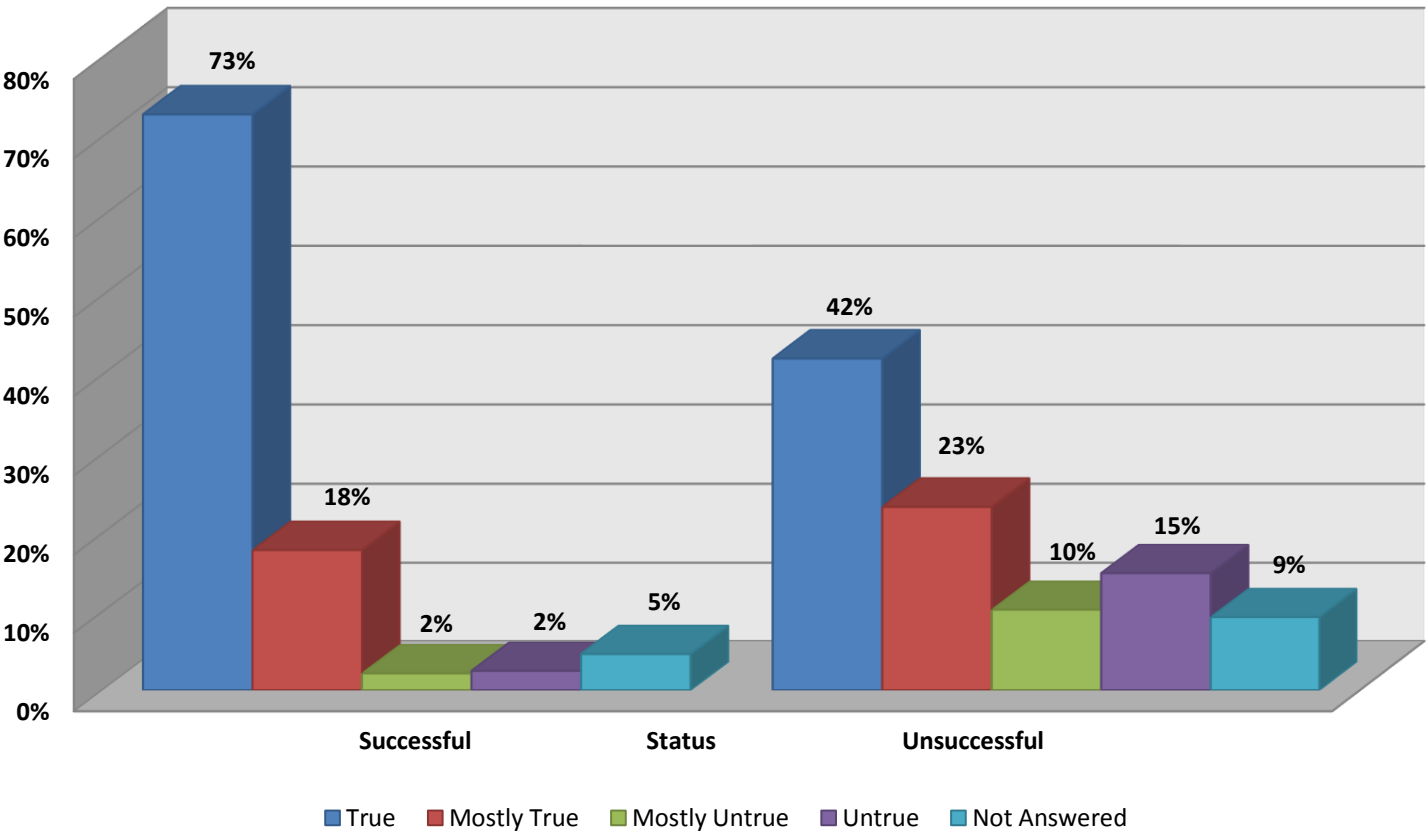
91%, 294 of 324 their disabling condition was adequately accommodated

65%, 70 of 107 their disabling condition was adequately accommodated

5%, 15 of 324 their disabling condition was NOT adequately accommodated

25%, 27 of 107 their disabling condition was NOT adequately accommodated

14. My disabling condition was adequately accommodated?



14a. Staff scheduled appointments in accessible locations?

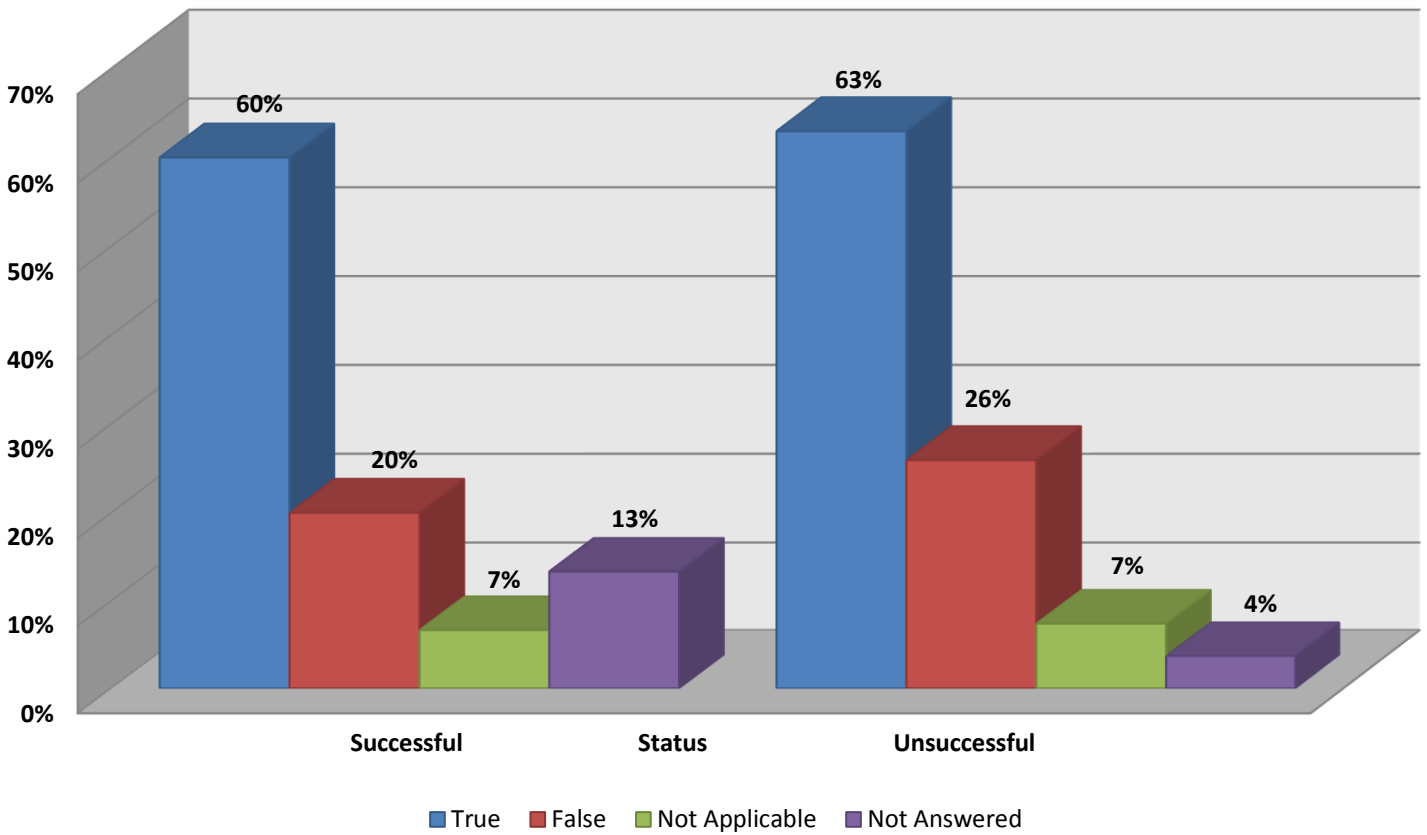
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	9	60%	17	63%	26	62%
False	3	20%	7	26%	10	24%
Not Applicable	1	7%	2	7%	3	7%
Not Answered	2	13%	1	4%	3	7%
Total	15	100%	27	100%	42	100%

This is pretty much a non-issue only 10 of 431

1%, 3 of 15 of 324 staff did NOT schedule appointments in accessible locations

7%, 7 of 27 of 107 staff did NOT schedule appointments in accessible locations

14a. Staff scheduled appointments in accessible locations?



2015 Consumer Satisfaction Survey

14b. Staff supported me as a partner in the planning process.

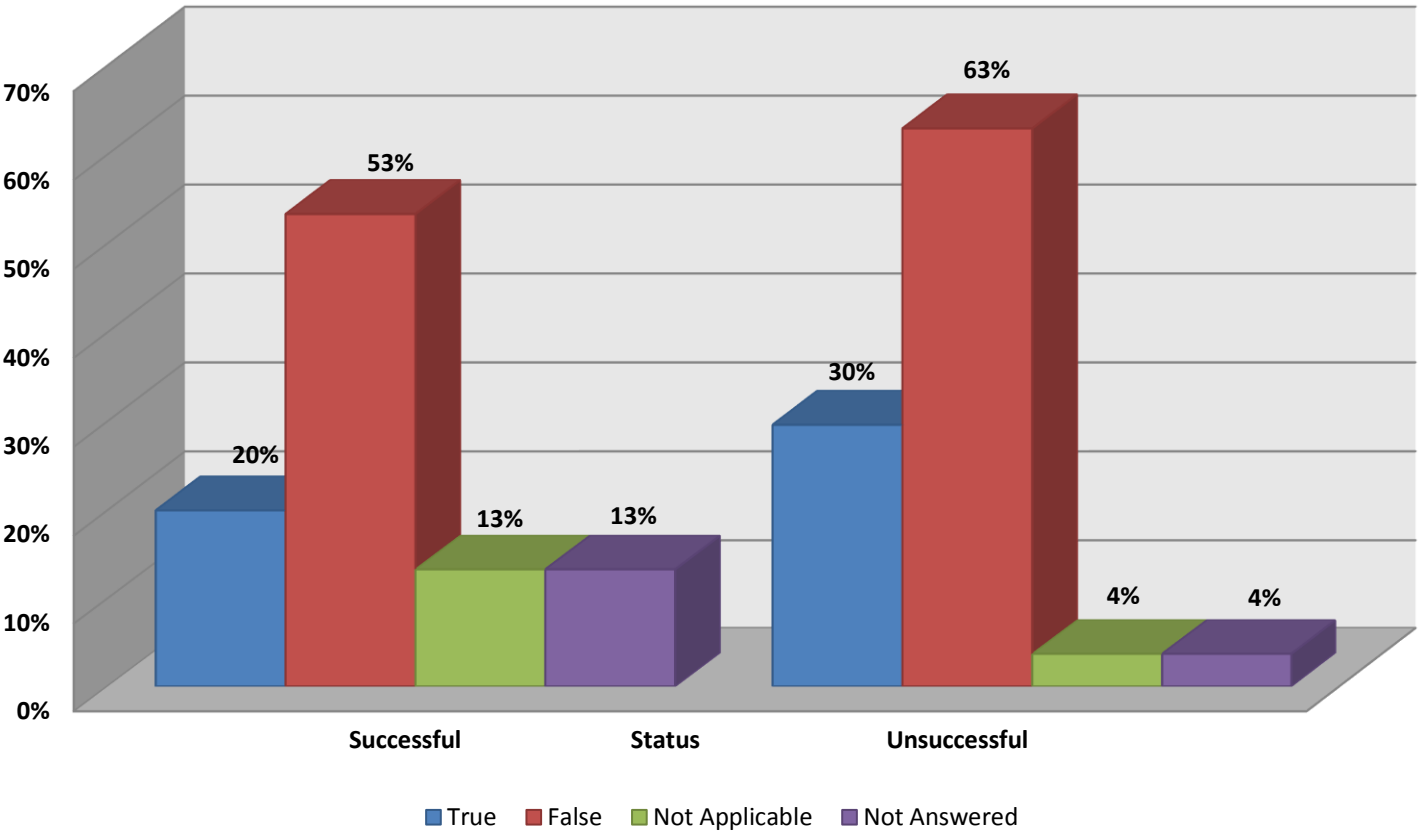
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	3	20%	8	30%	11	26%
False	8	53%	17	63%	25	60%
Not Applicable	2	13%	1	4%	3	7%
Not Answered	2	13%	1	4%	3	7%
Total	15	100%	27	100%	42	100%

This has a wide discrepancy between those with placements and those without

2%, 3 of 15 of 324 staff did NOT support me as a partner in the planning process

16%, 17 of 27 of 107 staff did NOT support me as a partner in the planning process

14b. Staff supported me as a partner in the planning process.



14c. Staff fulfilled my request for written communication?

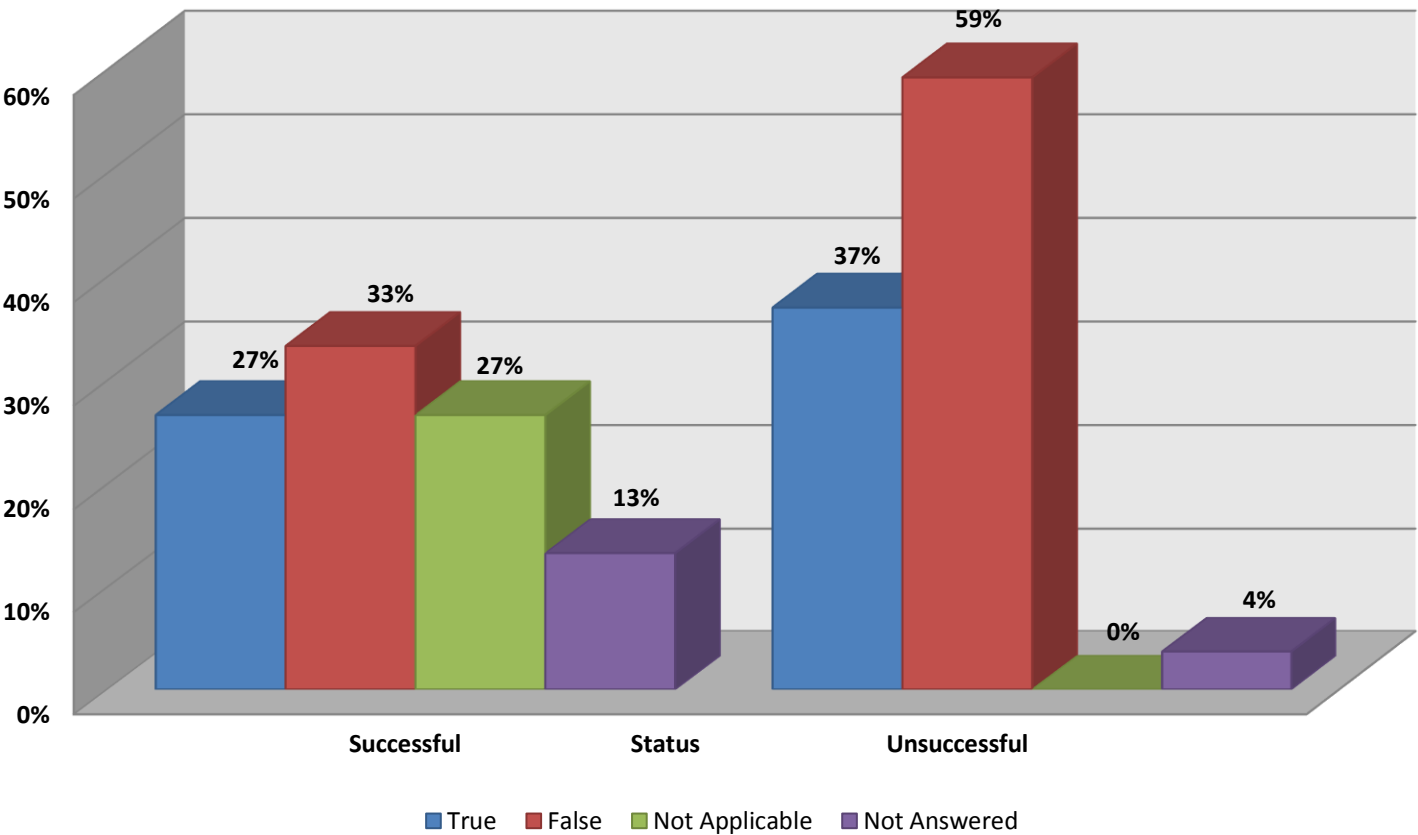
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	4	27%	10	37%	14	33%
False	5	33%	16	59%	21	50%
Not Applicable	4	27%	0	0%	4	10%
Not Answered	2	13%	1	4%	3	7%
Total	15	100%	27	100%	42	100%

This has a wide discrepancy between those with placements and those without

2%, 5 of 15 of 324 staff did NOT fulfill their request for written communication

15%, 16 of 27 of 107 staff did NOT fulfill their request for written communication

14c. Staff fulfilled my request for written communication?



2015 Consumer Satisfaction Survey

14d. Staff referred me to community partners who understood my disability?						
	Successful		Unsuccessful		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
True	0	0%	3	11%	3	7%
False	9	60%	21	78%	30	71%
Not Applicable	4	27%	2	7%	6	14%
Not Answered	2	13%	1	4%	3	7%
Total	15	100%	27	100%	42	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 9 of 15 of 324 staff did NOT refer them to community partners who understood their disability

20%, 21 of 27 of 107 staff did NOT refer them to community partners who understood their disability

